



# Salman Ghosi

Senior marketing manager

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## Languages

English

Urdu

Hindi

## About

With significant retail experience, I excel in customer service, product knowledge, and sales within the sports sector. Fluent in English, Urdu, and Hindi, my expertise spans from store operations to promoting an active lifestyle, ensuring customer satisfaction in dynamic environments.

### BRANDS WORKED WITH

Decathlon

Farooqui Enterprises

Teleperformance

## Experience



### ● Sports advisor

Decathlon | Nov 2023 - Feb 2024

- Customer Assistance & Sales: Guiding customers in product selection, ensuring satisfaction, and processing sales transactions.
- Product Knowledge: Expertise in store products, facilitating effective customer guidance and query resolution.
- Sports Expertise: Leveraging personal experience to offer valuable insights and recommendations to customers.
- Store Operations: Maintaining store organization, cleanliness, and product displays
- Overall Focus: Delivering exceptional customer service and promoting an active lifestyle.

### ● Marketing Manager

Farooqui Enterprises | Oct 2022 - Jun 2023

- Worked as Marketing Manager in Farooqui Enterprises, to provide the better service to the customers.
- Designed effective marketing strategies and customer relations program to ensure the target of the company.
- Discussed to, many of the people about products to around 100 customers per day to ensure my target.
- Taking order on the time and did delivery as well.



### ● Senior Customer Service Associate

Teleperformance | Jun 2022 - Sep 2022

- Exceptional Customer Support: As a Senior Customer Service Associate, provided top-notch assistance by addressing customer inquiries, resolving issues, and ensuring customer satisfaction. Excelled in handling complex situations with professionalism and efficiency.
- Team Leadership: I lead by example, guiding and mentoring team members to enhance their skills and uphold service standards. Through effective communication and collaboration, I foster a positive team environment, ensuring seamless operations and exceptional customer experiences

## Education & Training

2024

### ● University of Roehampton

Master of Business Administration,

### ● L. R. Tiwari College

Bachelor of Management,

2022

### ● REENA METHA COLLEGE

HSC,,

2019

● Royal College  
SSC,,