



# Sudipta Pal

Sales representative

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## Languages

- Hindi
- English
- Bengali

## About

With over 4 years of retail experience at Lenovo and Tanishq Jewellery, I excel in customer service, upselling, inventory management, and setting up promotions. Skilled in handling complaints and enhancing the customer experience, I thrive in dynamic retail environments. Basic proficiency in English, Hindi, and Bengali.

### BRANDS WORKED WITH

- Tanishq
- Lenovo

## Experience



### ● Sales Representative

Tanishq | Dec 2022 - Oct 2023

- Overall responsibility of the Store and team members in the absence of the Store Manager
- Maintain up to date product knowledge and upsell new product ranges
- Identified or recommended product based on customer specifications
- Maintained accurate inventory and ensured that shelves were well stocked
- Complete opening and closing procedures
- Assist and train juniors
- Manage customer complaints through to a satisfactory resolution
- Set up in-store promotions and ensure customers are reminded of any relevant offers and discounts



### ● Sales Representative

Lenovo | Sep 2020 - Dec 2022

- Consistently exceeded monthly sales targets, driving a 25% increase in revenue
- Negotiated long-term contracts with major clients, resulting in a 20% increase in repeat business and improved customer loyalty
- Collaborated with the marketing team to develop targeted sales materials
- Greet new and existing customers, tailoring services and selecting appropriate products to meet their needs and expectations
- Manage customer complaints through to a satisfactory resolution, escalating the issue to the Store Manager if required
- Manage the checkout including processing orders, refunds, and processing transactions via both cash and card
- Complete daily till reconciliation, reporting any discrepancies to the Store Manager
- Set up in-store promotions and ensure customers are reminded of any relevant offers and discounts

## Education & Training

### 2020 - 2024 ● Netaji Subhas Chandra Bose University

Bachelor of Arts,

### 2019 - 2020 ● Frankfynn Institute of Airhostess and Hospital Management

Aviation and Hospital Management,,