



Rajnandini Dravidam

Business Development Sales Executive

[View profile on Dweet](#)

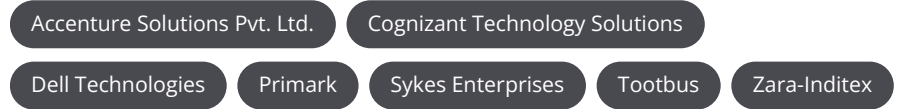
Languages

English

About

With a solid background spanning from Primark to Zara-Inditex, I excel in delivering top-notch customer service and staying ahead of fashion trends. My leadership in commercial sales and knack for enhancing the shopping experience make me thrive in dynamic retail settings. Fluent in English with extensive expertise in client advising, transactions, and stock management across premium womenswear and accessories.

BRANDS WORKED WITH



Experience

● Commercial Sales Assistant

Zara-Inditex | Oct 2023 - Mar 2024

- Ensured the floor layout followed the company guidelines and a high level of customer satisfaction was offered in-store.
- Managed the in-store internal commercial standards to meet the brand image.
- Analysed daily, weekly, and monthly commercial reports and money mapping in making product layout decisions.
- Monitored the layout and the availability of the product in the store.
- Kept up to date on the latest fashion trends and provided insights and feedback on competitor's activity.
- Worked alongside the operations manager to ensure that best practices are in place at all times.
- Worked alongside senior management to support the training and development of the commercial team.



● Sales Executive

Tootbus | Feb 2023 - Sep 2023

- Demonstrated strong negotiation and sales skills to independently close deals and achieve sales targets.
- Fostered positive customer relationships through effective communication, addressing queries, and ensuring smooth interactions.
- Successfully expanded the customer base by identifying needs and offering appropriate products.
- Maintained a high level of customer service through exceptional follow-up after sales.
- Utilized excellent communication and time management skills to exceed sales goals.



● Retail Assistant

Primark | Sep 2022 - Jan 2023

- Delivered exceptional customer service, reflecting the brand values and adapting communication to individual customer needs.
- Handled financial transactions and provided support in returns and exchanges.
- Developed teamwork skills to maintain a strong bond between the brand and customers.



● Senior Process Executive

Cognizant Technology Solutions | Aug 2021 - Aug 2022

- Effectively communicated product/service information and troubleshooting issues, ensuring customer satisfaction.
- Demonstrated proficiency in handling multiple tasks, meeting daily KPIs, and scaling up process knowledge.
- Ensured high accuracy in processing transactions and adhering to client agreements.



● **Technical Support Executive**

Dell Technologies | Jan 2021 - Jun 2021

- Provided technical support to customers, resolving hardware and software issues promptly.
- Effectively communicated with clients, understood reports and analytics, and scheduled equipment activities.
- Demonstrated exceptional service orientation, documented customer interactions, and directed questions to appropriate departments.



● **Process Executive**

Sykes Enterprises | Jun 2020 - Jan 2021

- Supported team in achieving SLA and TAT for various processes, including Correspondence, Payments, PIA, and Write of.
- Delivered quality metrics and complied with industry regulations and data compliance requirements.
- Operated proficiently on multiple systems platforms, ensuring efficient process handling.

● **Business Process Associate**

Accenture Solutions Pvt. Ltd. | Apr 2018 - Jan 2020

- Reviewed and interpreted large amounts of information, organizing it into concise formats.
- Managed content on the Facebook platform, adhering to specific guidelines for ad approval.
- Monitored and reviewed ads for compliance with advertising guidelines and achieved targets in given TAT.
- Identified trends to enhance advertiser satisfaction and contributed to process improvement initiatives.

Education & Training

2022 - 2023

● **University of Westminster**

Masters, International Business Management

2015 - 2018

● **Osmania University**

Bachelor of Science, Biotechnology