

NAVJOT SEN

OBJECTIVE Dynamic and results-oriented sales professional with a passion for retail apparel seeking a challenging sales position where I can leverage my customer service skills, product knowledge, and proven track record of exceeding sales targets to drive revenue growth.

SKILLS & ABILITIES

- strong interpersonal and communication skills.
- Proven ability to meet and exceed sales targets.
- Excellent customer service skills
- Detail-oriented with strong organizational skills
- Ability to work effectively in a fast-paced retail environment

PROFESSIONAL EXPERIENCE:

CUSTOMER REPRESENTATIVE,KENOXION PVT LTD

[Feb/2023-Oct/2023]

- Handled inbound customer inquiries and provided timely and accurate assistance with product information, order processing, billing inquiries, and issue resolution.
- Demonstrated empathy and patience in addressing customer concerns and complaints, resulting in a 20% increase in customer satisfaction ratings.
- Utilized CRM software to document customer interactions, update customer profiles, and escalate issues to appropriate departments for resolution.
- Achieved and consistently exceeded performance targets for call resolution, average handling time, and customer satisfaction.
- Collaborated with team members and supervisors to share best practices and improve overall service quality.

JUNIOR CONCURRENT AUDITOR, STATE BANK OF INDIA.

(DECEMBER,2023- FEB,2024).

- Conducted regular audits of home loan accounts to ensure compliance with regulatory guidelines and internal policies.
- Reviewed loan documentation, including applications, agreements, and disbursement records, to verify accuracy and completeness.
- Identified discrepancies or irregularities in loan transactions and reported findings to management for resolution.
- Evaluated the effectiveness of internal controls and procedures related to home loan processing and recommended improvements to enhance efficiency and mitigate risks.

- Collaborated with cross-functional teams, including loan officers, underwriters, and risk management, to address audit findings and implement corrective actions.
- Prepared comprehensive audit reports detailing findings, recommendations, and corrective actions taken.

CSR, KIA PVT LTD.

[April/2021-August/2022]

- Provided exceptional customer service to ensure a positive shopping experience for every customer
- Demonstrated expert product knowledge to assist customers in finding the perfect Cars..
- Actively engaged with customers to understand their needs and preferences, resulting in 5% increase in upselling accessories and complementary items

EDUCATION BACHELOR IN COMMERCE

Hemchand university,Chhatisgarh

(in final year)

Cost Management Accountant(CMA)

Institute of Cost Management Accountant of india(ICMAI)

(CMA INTER PASSED)

SKILLS

- Strong interpersonal and communication skills
- Proven ability to meet and exceed sales targets
- Excellent customer service skills
- Proficient in POS systems and Microsoft Office Suite
- Detail-oriented with strong organizational skills
- Ability to work effectively in a fast-paced retail environment

HOBBIES

- **HOBBIES LIKE**
 - Playing basket ball,clubbing,book reading