



CONTACT



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Shinevarghes, Sun Rises
Building 208, Near Adcb
Metro Station Karama. UAE

PERSONAL DATA

Nationality : Indian
DOB : 18/09/1992
Gender : Male
Marital Status : Single
Driving license : Valid Motorcycle License

EDUCATION

- ❖ ITI (INSTRUMENT MECHANIC)
Govt ITI Thottada, Kannur | 2013
- ❖ HIGHER SECONDARY
Tagore Memorila Higher Secondary
School, Vellora | 2011
- ❖ HIGH SCHOOL
BVJM High School Perumpadavu | 2009

TECHNICAL SKILLS

- MS Word
- MS Excel
- Internet and Email

LANGUAGES KNOWN

English
Malayalam
Hindi

SHINE VARGHESE M

SALES AND CUSTOMER RELATIONSHIP

Highly skilled and dedicated Sales and Customer Relationship professional with 8+ years of experience in Technical and maintaining strong client relationships. Skilled in identifying customer needs, implementing effective strategies, and delivering exceptional customer service. Proven track record of increasing customer satisfaction. seeking a challenging role in sales and customer relationship to utilize my skills and contribute to customer satisfaction and business growth.

KEY SKILLS

Communication

Resourcefulness

Customer relationship

Positive attitude

Problem solving

Product knowledge

Time Management

Team Collaboration

Adaptability

EXPERIENCE

2020 – 2023

SALES AND CUSTOMER RELATIONSHIP
SAMSUNG ELECTRONICS, KERALA, INDIA

2018 – 2020

PRODUCTION AND SALES
ZUHAL PLASTIC BAGS MANUFACTURING LLC, AJMAN, UAE

2015 – 2018

MULTI TECHNICIAN IN FIELD
ONIDA PANASONIC CUSTOMER SERVICE, INDIA

DUTIES & RESPONSIBILITIES

- Greeting and directing customers
- Providing accurate information (e.g. product features, pricing and after-sales services)
- Answering customers' questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell products
- Ensure racks are fully stocked
- Manage returns of merchandise
- Coordinate with the Retail Sales Representatives team to provide excellent customer service (especially during peak times)
- Inform customers about discounts and special offers
- Provide customer feedback to the Store Manager
- Emphasize the features of products to highlight how they solve customer problems
- Ensure mechanical operations, standards and controls are maintained at high quality.
- Check equipment and operating systems

DECLARATION

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

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