

CURRICULUM VITAE



Suraj Goswami

Personal Data:

Father Name: Baleshwar Goswami

Mother Name: Manju Goswami

Date of Birth: 15th Feb. 1993

Sex: Male

Nationality: Indian

Marital Status: Married

Hobbies & Interests:

Internet Surfing, Cricket, Watching

Movies and Listening Music.

Permanent Address:

Vill+post : Gosalpur

Dist. Ghazipur (Uttar Pradesh).

OBJECTIVE: To seek a position wherein I can implement my skills and contribute effectively and efficiently towards the Organizational and personal growth.

Work Experience

- (13th Aug 2016 to 28th Sept 2018) :- 2 yrs. Experience as a Customer Executive in **Central Mall (Future Group)** ,Surat ,Gujarat.

Responsibilities - Customer services and give response to customers queries, request and complaints.

- (6th Oct 2018 to 9th Jul 2019) :- 1 yrs. Experience as a Fashion consultant in **VeroModa Pvt Ltd. (Bestseller)** Surat ,Gujarat.

Responsibilities - Insuring that every customer is being attended properly and understand the customer needs to fulfil the requirement of the customer.

- Achieved an average of 104% of sales goals for three consecutive Months.
- Stock replenished, and organized inventory with accuracy and Efficiency, completing function 10% faster than average associate.
- Managed proper and attractive merchandise display, ensuring strategic placement of product that maximize purchases.

Store Responsibilities :- Sales & Customer Service
DSR Report / Financial Report
Cash Handling / Inward Outward

Achievement - I am getting 98% Score (Best Customer Service) in Mystery Audit also I become Employee of the Month in JAN - 19.

- (10th July 2019 to Present) :- Working as a Sr.Fashion consultant in **Cover Story (Future Lifestyle Lab Ltd)** VR Mall. Surat -Gujarat.

Store Responsibilities :- Sales & Customer Service
Store VM /PPT/ Duty Roster
DSR Report / Financial Report
Cash Handling / Inward Outward

- Assisted an average of 20 customers per day in selecting products.
- Provided outstanding customer service, receiving 98% in customer service feedback surveys.
- Aided Gujarati Speaking Customers, increasing repeat and loyal customers by 30%.

Temporary Address;

Angan Residency 121, karadva road,
Dindoli - Surat.

Voice: + 7041359597

E-mail: goswamisuraj32@gmail.com

Language Known

- English, Hindi, Gujarati

Strengths:

- Self Confidence with positive attitude

Willing to assume a high level of responsibilities
- Soft & Good Communication
- Excellent Punctuality
- Always be ready for to do work with positive ways and give our best to Company's.

Strong Point :- I am a Quick Learner and I have a good communication skill to communicate with customer and make best deal. Also I believe in creativity and I love to do new things.

Academic Qualification

Qualification	University/Board	Percentage%	Year
BBA	SGVU.UNIVERSITY	Grade-B	2020
12 th	U.P. Board	52%	2011
10 th	U.P. Board	53%	2009

Customer Service

- Insuring that every customer is being attended properly.
- Training the new hires and to help them understand the customer needs.
- To fulfill the requirement of the customer.

Computer Proficiency

- Application: **MS-OFFICE, WORD, EXCEL**
- System Operating: **WINDOWS 10**
- Technology Web: **INTERNET**

Professional Training Attended

- **Communication Skills:** Training schedule for enhancing the effectiveness of communicating.
- **Listening Skills:** Training program to enhance the listening capabilities & become an effective listener

DECLARATION

I hereby declare that the above details are true to the best of my knowledge and that I will do my best for the good of the organization.

Date: _____

(Suraj Goswami)