

ARBAZ LONE

Retail Sales Executive | Customer Service Specialist | Retail operations

 Anantnag, Jammu & Kashmir, India |  lonearbaz786@gmail.com |  +91 9596855205

PROFESSIONAL SUMMARY

Results-driven Retail Sales Executive with 4+ years' experience in premium product sales, customer service, and team leadership. Consistently exceeded sales targets, enhanced customer satisfaction, and implemented effective merchandising strategies. Skilled in serving diverse international customers with strong multilingual communication. Seeking retail sales opportunities in Gulf markets to leverage expertise in sales growth and customer relationship management.

CORE COMPETENCIES

Sales Target Achievement | Upselling & Cross-Selling | Customer Relationship Management

Retail Operations | POS & Digital Payments | Cash Handling | Inventory Management

Visual Merchandising | Store Operations | Loss Prevention

Team Leadership | Staff Training & Development | Performance Coaching

Technical: MS Office Suite, Retail Management Software, CRM Systems

PROFESSIONAL EXPERIENCE

Sales Executive | Kashmir Village Emporium

Mar 2023 – Present | Anantnag, J&K

Consistently exceeded monthly sales targets (+15–25%).

Trained & supervised a 7-member team with zero turnover.

Increased average transaction value by 40% through upselling.

Managed POS operations with 100% cash handling accuracy.

Served 50+ international customers daily with personalized service.

Designed & maintained visual merchandising displays that boosted sales.

Sales Associate | Kashmir Village Emporium

Mar 2021 – Mar 2023 | Anantnag, J&K

Promoted to Sales Executive within 2 years for outstanding performance.

Built repeat customer base through strong service and product knowledge.

Ensured accuracy in transactions and cash drawer management.

Assisted customers with product selection, styling, and sizing.

Supported inventory control and visual presentation.

EDUCATION

Master's Degree (2019–2020) – Indira Gandhi National Open University (IGNOU)

Bachelor of Arts (2015–2018) – University of Kashmir

CERTIFICATIONS

Retail Operations Certificate (NSQF Level 3) – RASCI

Certified in retail best practices, customer service, and quality management.

KEY ACHIEVEMENTS

Promoted from Sales Associate to Sales Executive within 2 years.

Managed 7-member sales team with excellent retention and productivity (+30%).

Achieved 95%+ customer satisfaction ratings.

Developed expertise across multiple product categories.

Served customers from different countries with cultural sensitivity.

LANGUAGES

English (Fluent), Hindi/Urdu/Kashmiri (Native), Arabic, Punjabi and Bengali (Conversational)