



## Dhruvil Nakum

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### Objective:

Building on a year of successful sales experience, I'm looking for a demanding Customer Sales Representative role where I can use my demonstrated communication and relationship-building abilities to routinely surpass sales targets and contribute significantly to company growth.

### Education:

- |  |                        |
|--|------------------------|
| • Master of Business Administration                      | London, United Kingdom |
| <b>University of East London</b>                         | January 2024 – Present |
| • Mechatronics Engineering                               | Anand, India           |
| <b>G H Patel College of Engineering &amp; Technology</b> | March 2019 – July 2023 |

### Work Experience:

Customer Sales Representative	Jamnagar, India
<b>Maitri Shopping (Wholesale and Retail Shop)</b>	January 2023 – December 2023

- Identifying potential consumers using a variety of approaches, including cold calling, email marketing, and attending industry events.
- Assessing leads' needs and potential to determine their appropriateness for the company's products.
- Delivering clear and compelling presentations to highlight features and benefits that meet consumer needs.
- Negotiating terms and contracts to increase sales and meet individual and team goals.
- Establishing rapport, developing trust, and sustaining positive connections with current and prospective customers.
- Responding to queries, addressing concerns, and overcoming obstacles to move forward with sales.
- Identifying opportunities to recommend new items or services that match consumer demands while increasing sales.
- Ensure that customer orders are processed accurately and on time, and follow up to ensure satisfaction.
- Staying current on market developments and competition activity in order to uncover new sales prospects.
- Engaging with clients and promoting products/services on social media networks while following company standards.
- Making initial contact with potential consumers in order to create leads and establish relationships

## Voluntary Experience:

### Campus Ambassador

Anand, India

### IEEE

September 2020 – November 2020

- I have participated in three international events as Campus Ambassador. The challenging task was to convince people because pandemic is going on and I have tried my level best and got 3rd position with the second runner up in IEEE BVM, 2nd position in IEEE ADIT and at top 10th Position in IEEE MBIT respectively.

## Skills:

**Technical Skills:** Email marketing, Microsoft Dynamics 365, Microsoft PowerPoint, Microsoft Excel, PowerBI and Attention-to-Detail.

**Other skills:** Customer Service, Sales, Marketing, Time management and Organizational skill, Problem-solving, Commercial awareness, Resilience, Adaptability, Empathy, Teamwork, Effective Communication, Active listening, Negotiation, Presentation skills, Patience, Target achievement, Product or service knowledge and Customer relationship building.

**Language:** English, Hindi, Gujarati