

Ritesh Khatri

Sales Professional

Summary

Highly motivated and results-driven sales professional with a proven track record in team leadership, customer relationship management, and innovative problem-solving. Strong foundation in product knowledge, sales strategies, and software proficiency. Dedicated to continuous learning and leveraging expertise to drive organizational growth and customer satisfaction. Excels in dynamic work environments and thrives under pressure.

Contact

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Skills

- Team Building & Leadership
- Critical Thinking & Problem Resolution
- Written & Verbal Communication
- Customer Relationship Management
- Sales Strategy Development
- Training & Mentorship
- Product Knowledge Expertise
- Calm Under Pressure
- Positive Attitude & Adaptability
- Proficiency in MS Office
- Collaboration & Teamwork

Work History

Jio Home Delivery Team Leader

Reliance Jio, Bikaner

September 2024 – Present

- Hired and trained new employees, ensuring efficient onboarding processes.
- Managed new activations and MNP fiber sales, driving customer acquisition.
- Conducted corporate visits to generate COCP (Corporate-Owned Customer Premises) final leads.
- Streamlined team workflows to enhance productivity and sales performance.

Customer Care Executive (CCE)
Vodafone Idea Ltd, Bikaner
November 2021 – September 2024

- Collaborated in team environments to improve workplace productivity.
- Contributed innovative solutions to enhance team performance and outcomes.
- Engaged customers with effective interpersonal skills, resolving issues with professionalism.
- Promoted customer satisfaction by providing knowledgeable and friendly service.
- Enhanced product sales knowledge and worked as a cashier, handling transactions and team coordination.
- Managed postpaid SIM card delivery and maintained customer databases.

Relationship Manager
Nexa, Bikaner
September 2020 – September 2021

- Evaluated customer feedback to identify improvement areas in products and services.
- Conducted client meetings to assess progress and address concerns.
- Gained knowledge of the auto industry, including insurance, warranty, and finance.
- Conducted door-to-door (D2D) activities in rural and urban areas to expand customer reach.
- Maintained data and inquiries in SalesForce.
- Developed expertise in calling and lead generation.

Retail Sales Officer
Tanishq, Bikaner
May 2019 – July 2020

- Maintained accurate records of transactions for inventory management.
- Resolved customer complaints professionally to ensure satisfaction.
- Assisted in team operations during peak business hours.
- Provided customers with in-depth product knowledge and recommendations.

Education

- Senior Secondary Education (Arts)
Sardul School, Bikaner
- Graduation: Bachelor of Arts
Govt Dungar College, Bikaner

Languages

- Hindi
- English
- Punjabi

Achievements

- Successfully led multiple sales campaigns, achieving and surpassing targets.
- Developed and implemented training programs to improve team performance.
- Consistently recognized for outstanding customer service and leadership abilities.
- Conducted rural outreach programs to expand brand presence in underserved areas.

Professional Goals

To leverage my sales expertise and leadership skills to drive organizational success, foster team development, and create lasting customer relationships. I aim to continuously adapt to the evolving industry landscape while contributing to innovative sales strategies.