

SHINU MANONMONY

Sales Consultant | Customer Service Executive

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Nationality-INDIAN

visa status:: visiting visa 28-2-26

SUMMARY

I have over 7 years of experience as a Jewelry Sales Executive and Customer Service Executive Specialist in luxury retail. Proven expertise in client relationship management sales growth, and delivering customized jewelry experiences. Skilled in bespoke design, event coordination, and providing exceptional customer service. Committed to exceeding sales targets and enhancing customer satisfaction in competitive markets.

EXPERIENCE ★

Sales & Customer service specialist

PRIMARK DEUTSCHLAND GMBH.

11/2024 10/2025 Munich, Germany

- Delivered European-standard customer service, ensuring all interactions were professional, courteous, and tailored to individual client needs.
- Provided a premium, international-standard experience, exceeding customer expectations by offering personalized advice and recommendations on luxury products.
- Specialized in pre-market sales, interacting with customers in a consultative manner to understand their needs and preferences before product launches.
- Collaborated with the sales team to implement initiatives that resulted in increased sales performance and market share expansion.
- Drove sales growth through strategic customer engagement, cultivating strong relationships with clients and consistently exceeding sales targets

Senior Jewellery Sales Associate

MALABAR GOLD AND DIAMOND PVT LTD

04/2022 04/2024 Dubai, United Arab Emirates

- Specialized in high-value jewelry sales, including diamonds, precious gemstones, and customized jewelry designs, ensuring tailored solutions for each customer.
- Managed a VIP client portfolio across the GCC, cultivating long-term relationships that resulted in repeat business and increased brand loyalty.
- Expert in diamond sales, with comprehensive knowledge of diamond grading, and a deep understanding of the diamond market and trends.
- Organized and executed exclusive in-store events and promotions, strengthening brand presence and enhancing customer engagement within the emirates region.
- Educated customers on the benefits of high-quality diamonds, offering insight into diamond certifications and ethical sourcing

Jewellery Sales Consultant

BHIMA JEWELLERY PVT LTD

01/2021 02/2022 Chennai, India

- Delivered expert customer service by providing in-depth product knowledge on luxury jewelry.
- Collaborated with the store management team to maintain stock levels, ensuring high-demand jewelry pieces were readily available to meet customer needs.
- Provided after-sales support, addressing customer inquiries, managing repairs, and ensuring ongoing customer satisfaction.
- Responsible for generating and implementing creative marketing ideas, planning and executing campaigns to enhance brand visibility, attract new customers, and drive sales growth.
- Conducted competitor analysis and tracked market trends to identify opportunities for growth, optimize marketing strategies.

Jewellery sales executive & cashier

CHEMMANUR INTERNATIONAL JEWELLERY PVT LTD

04/2017 12/2019 Chennai, India

- Managed daily cashier operations, accurately processing customer transactions, and maintaining a balanced cash register.
- Trained new staff on sales techniques, cashier operations, and customer service best practices, ensuring a seamless and efficient sales process.
- Managed in-store inventory, assisting with restocking, organizing displays, and ensuring products were readily available to meet customer demand.
- Built strong customer relationships through follow-up calls and personalized assistance, fostering repeat business and customer loyalty.
- Consistently achieved monthly sales targets, contributing to the store's overall performance and earning monthly achievement awards for exceeding goals.
- Actively participated in sales schemes, driving upselling and cross-selling strategies that resulted in increased sales volume and customer satisfaction



EDUCATION

BACHELOR OF COMMERCE

MANOMANIAM SUNDARANAR UNIVERSITY

05/2013 11/2016 Thirunelveli, Tamilnadu India

LANGUAGES KNOWN

English Tamil

German B1 Malayalam

Hindi Kannada

SKILLS

Effective Communication

CRM (Customer Relationship Management)

POS (Point of Sale) Systems

Inventory Management

Sales Forecasting, Reservations

Product Knowledge (Jewelry, Diamonds,

Data Entry & Management, Target achievement

Microsoft Office (Excel, Word, PowerPoint)

Problem Solving, communication, Team work

Empathy, customer focus

Product Knowledge, leadership

Active Listening, sales growth

Time Management, supervising

Luxury Sales Knowledge,

Upselling & Cross-selling

Customer Relationship Management

Goal-Oriented, Marketing analyst

GIA, Handling social media, content create

Negotiation Skills, follow up, Vip clients

Attention to Detail

CERTIFICATE

WORLD CLASS CUSTOMER SERVICE
2022 Malabar gold and diamonds, Dubai

CRUISE RETAIL ACADEMY
Cruise retail Diploma Leadership
level (2) 2025

Availability:

Available to join immediately