

RACHNA JANARTHA

DUBAI | DXBRACHNA@GMAIL.COM | 0521120335|

OBJECTIVE:

Experienced customer service representative with transferable skills to the sales industry, leveraging excellent communication skills and persistence. Demonstrated ability to provide above-and-beyond customer service and increase secondary sales transactions

EDUCATION AND CERTIFICATIONS

BACHELOR OF COMMERCE

GRADUATED 2007

Himachal Pradesh University, India

SKILLS

- **Sales Skills:**
 - Lead Generations
 - Account Management
- **Customer Service:**
 - Client Engagement
 - Conflict Resolution
 - Communication
- **Event Participation:**
 - Event Coordination
 - Promotions
- **Front Desk Operations:**
 - Cash Handling
 - Front Desk Management
 - Clerical and administrative duties
- **Interpersonal Skills:**
 - Professional Demeanor
 - Empathy
 - Compassionate
 - Cultural Sensitivity
- **Time Management:**
 - Multi-Tasking
 - Meeting Deadlines
 - Prioritization
- **Team Collaboration:**
 - Sales Team Participation
 - Team Player
 - Leadership

PROFESSIONAL SKILLS AND EXPERIENCE

SALES & MEMBERSHIP CONSULTANT – GYMNATION, DUBAI | SEPT 2021 – JAN 2025

- Generate new members by actively creating leads, following them up and converting them into new members.
- Remain actively engaged with new and existing members to seek membership referrals.
- Comfortable with a fast-paced sales environment and capable of prioritizing competing needs
- Develop, build and acquire new corporate accounts to drive revenue.
- Resolve any customer inquiries through professional communication via telephone, e-mail and in person.
- Participate in events to generate new sales, such as trade shows, open houses.
- Strong understanding of CRM (Salesforce) and sales pipeline management

FRONT DESK & CUSTOMER SERVICE – TARGET GYM, DUBAI | FEB 2017 – AUG 2021

- Greet and welcome gym members and guests with a friendly and professional demeanor.
- Handling cash transactions for memberships and merchandise.
- Answering phone calls, responding to emails, while keeping the front desk area clean and organized.
- Provide information about gym services, classes, and programs to members and guests
- Excellent oral and written communication skills with a proactive approach to problem solving.

