

# ABHISHEK SOOD

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## PROFESSIONAL SUMMARY

Motivated individual with proven performance having pervasive knowledge and experience in Customer Service, Sales and Operations. Skilled in building customer relationship and understand customer needs. Strong communication and interpersonal skills for providing superior customer service. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skill, excellent time management and problem-solving skills. Organized and dependable at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. An excellent communicator with a "can-do" approach to problem-solving, having the right resolutions to ensure actualizing the firm's long-term goals and aspirations.

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## CONTACT

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## EXPERIENCE

### Senior Fashion Consultant, 09/2025 - Current

#### Michael Kors Reliance Brand Limited - New Delhi, India

- Provide expert fashion guidance and tailored wardrobe recommendations to clients.
- Help customers select the right hand bags, footwear, and watches to enhance their style, comfort, and confidence.
- Stay updated on current fashion trends, seasonal collections, product knowledge, and market dynamics to offer relevant suggestions.
- Achieve and exceed sales targets and key performance indicators (KPIs).
- Ensure the store ambiance adheres to brand standards and guidelines.
- Work collaboratively with the store manager and other team members to achieve overall store goals.
- Act as a brand ambassador, demonstrating the brand's values and maintaining high ethical standards and professionalism in all interactions.

### TILL ASSISTANT / SALES ASSOCIATE, 01/2022 - 09/2025

#### Qatar Airways - Doha, Qatar

- Handling & interacting with +150 Nationalities at the Hamad International Airport Doha, Qatar.
- Process customer's transactions efficiently.
- Adept with the new technologies.
- Up selling and cross selling products to the customers to increase the sale.
- Work independently and interdependently in a team environment.

## SKILLS

- Excellent conversational and interactive skills.
- Handling and interacting with diverse nationalities.
- Excellent command and fluency over the English languages both written and verbal.
- Comfortable speaking with strangers.
- Strong time management skills.
- High levels of adaptability, initiative and ability to work in a team
- Discipline

- Handle money/ Traveler's Cheques/ Credit Cards and any other form of payment in a safe, secure and responsible manner.

#### **DIGITAL NETWORK MARKETER, 05/2020 - 08/2022**

##### **Indusviva - Dehradun, India**

- Presenting Seminars/ Webinars to major audiences
- Showcasing the Wellness Products.

#### **SPORTS ACADEMY MANAGER, 02/2018 - 04/2020**

##### **Omkaranda Sports Academy - Rishikesh, India**

- Ensuring the smooth functioning of the academy.
- Clearly define the coaching staff their job descriptions, expectations, and timelines.
- Create a team atmosphere for coaching staff and motivate coaches to grow and inspire players
- Providing the school with monthly assessment report and other ad hoc tasks provided by the Sports Director.

#### **SPORTS MARKETER, 01/2017 - 02/2018**

##### **Oil and Natural Gas Corporation - Dehradun, India**

- To maintain a set record of all the players.
- To coordinate with all the game coordinators and to prepare for the consolidated statement of present status in all the sports discipline under corporate sports division of ONGC.
- To compile all the data of the sporting heroes in ONGC related to their achievements in National/International performances and their medal winning performances.
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#### **PE OPERATIONAL SPECIALIST, 02/2014 - 12/2016**

##### **Fit Kids Pvt Limited Leapstart - Vizag, India**

- Managing all the sporting activities.
- Producing daily report to the regional manager.
- Generating monthly assessment report to the company
- Providing orientations in various schools.
- To adapt the instructional techniques which was beneficial to the students.
- Going according to company's curriculum.

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## **ACCOMPLISHMENTS**

- Represented Uttarakhand in Mini National Volleyball Championship held at Gwalior.
  - Represented Uttarakhand in Youth Volleyball National Championship held at Moradabad.
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## EDUCATION

**BBA, 03/2012**

**Uttaranchal Institute of Management** - Dehradun, Uttrakhand

**COMMERCE, 03/2009**

**Kendra Vidyalaya ONGC** - Dehradun, Uttrakhand

**HIGH SCHOOL, 03/2007**

**Jaswant Modern School** - Dehradun, Uttrakhand

**POST GRADUATION**

**Indian Institute of Social Welfare and Business Management** -

Kolkata, West Bengal