



Pooja Malik

Sales executive

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Languages

English

About

With a strong background at H&M, I excel in elevating customer experiences and sales through personalised service and effective communication. Awarded 'Best Employee of the Month' twice, I'm adept in inventory management, merchandising, and fostering customer loyalty through sustainability initiatives. Fluent in English with comprehensive retail skills across high street to premium categories.

BRANDS WORKED WITH

H&M

Experience

● Sales Executive (Fixed-term)

Headington Medical Technology Ltd | Sep 2023 - Now

- Positioned brand as trusted leader in healthcare product provision by adeptly submitting proposals for four distinct NHS tenders, with combined value of £50 million
- Develop and execute strategic marketing plans to penetrate new markets, including precise equipment quoting and tender submissions within NHS framework
- Conduct tailored product demonstrations for healthcare professionals, effectively communicating product benefits and addressing inquiries to facilitate informed decision-making resulting in 10% increase in sales within first quarter of implementation
- Fostered client relationships to improve service levels through proactive engagement, leveraging sales data to identify trends to improve marketing strategies resulting in 10% increase in customer satisfaction scores and 15% growth in sales within first four months



● Retail Sales Associate

H&M | Oct 2022 - May 2023

- Managed inventory and maintained optimal stock levels to ensure well-stocked sales floor, while upholding visual standards of department through diligent merchandising
- Enhanced customer experience and sales by delivering personalized service, effectively communicating product benefits, and providing tailored recommendations, resulting in 15% increase in transaction value within first three months
- Promoted sustainability and customer engagement by encouraging customers to enroll as members and participate in recycling and garment collecting programs, leading to increased customer loyalty and environmental impact, acknowledged with 'Best Employee of Month' twice in four months.
- Championed highest level of professionalism and expertise in communication and teamwork.

● Inside Sales Representative

Value Point System Pvt Ltd | May 2021 - Jul 2022

- Proactively spearheaded new business growth with precision-targeted outbound sales tactics, seamlessly integrating cold emailing and calling
- Result: swift triumph, acquiring nine high-value accounts totaling £50,000 within first Q-1.
- Identified and capitalized on sales opportunities by understanding customer needs, providing tailored responses, and preparing detailed quotations and proposals
- Orchestrated £2 million revenue surge within first year through strategic oversight of customer relationships, adeptly addressing inquiries, and ensuring unparalleled satisfaction via seamless communication channels.

● Senior Associate

RG Insurance Processing Pvt. Ltd. | Aug 2011 - Feb 2019

- Delivered expert technical support to sales team and clients, guiding them through policy details and endorsements, and ensuring underwriting standards for insurance coverage are met
- This contributed to increase in client satisfaction scores and 20% reduction in policy errors, resulting in enhanced operational efficiency and improved customer retention
- Partnered with field underwriters to surpass new business, renewal retention, and profitability targets through strategic collaboration and risk assessment
- This collaborative effort led to increase in new business acquisition, improvement in renewal retention rates by 10%, and 30% boost in overall profitability, exceeding industry benchmarks
- Driving profitable growth by meticulously evaluating risks and fostering strategic initiatives
- This approach resulted in reduction in claims frequency by 10%.

Education & Training

2024

- **Brunel University**

Master of Science,

2009

- **Jyoti Nivas College**

BBA in Marketing,,