

# SHEEBA SHAHANI S.

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Location: Chennai, Tamil Nadu, India

## Objective

To secure a challenging position in remote jobs and customer service, leveraging my 8 years of experience in managing a fast-paced grocery store, exceptional communication skills, and a proven ability to enhance customer satisfaction and drive business growth.

## Education

Bachelor's Degree (UG), 2023 - 74%

Higher Secondary Certificate (HSC), 2020 - 80%

## Skills

- Strong verbal and written communication with active listening ability.
- Adaptability to dynamic situations and changing priorities.
- Effective problem-solving and sound judgment in fast-paced settings.
- Expertise in influencing prospects and closing deals.
- Proficient in maintaining client relationships to ensure loyalty.

## Core Competencies

- Microsoft Office Suite: MS Excel, MS Word, MS PowerPoint
- Appointment Setting: Skilled in scheduling, lead qualification, and client follow-ups.
- Remote Sales Closing: Converting warm leads into clients through high-ticket sales.
- CRM Tools: Expertise in lead management with modern CRM platforms.
- Accounting Software: Proficient in Tally and Busy Software.

## Professional Experience

### Grocery Store Manager

Self-Managed Business | 2015 - Present

- Led and supervised daily store operations, inventory management, and team performance for over 8 years.
- Delivered exceptional customer service, enhancing satisfaction and securing repeat business.
- Scheduled and coordinated appointments for deliveries, stock management, and vendor negotiations.
- Closed high-value supplier agreements, demonstrating negotiation and adaptability skills.
- Cultivated customer relationships, addressing inquiries and resolving complaints efficiently.

## **Translation Experience**

Freelance Translator | Remote

- Translated 1 book into 4 languages
- Translated 1 book into 2 languages
- Translated 1 book into 1 language

## **Certifications**

- Diploma in Accounting and Finance
- Tally Prime

## **Hard Skills**

- Appointment Setting
- Remote/High-Ticket Closing
- IT/ITES Operations
- Accounting

## **Languages**

- English
- Tamil

## **Declaration**

I hereby affirm that all the information provided above is accurate and truthful to the best of my knowledge. I am committed to upholding professional integrity and continuously enhancing my skills to contribute effectively to any role I undertake.