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Madurai, India 625005

## EDUCATION

B.Sc. in Electronics & Communication  
**Madurai Kamaraj University,**  
Madurai, India  
2013

Higher Secondary Certificate (HSC)  
**Tamil Nadu State Board,**  
Madurai, India  
2010

Secondary School Leaving Certificate (SSLC)  
**Tamil Nadu State Board,**  
Madurai, India  
2008

## LANGUAGES

Tamil

English (speak & write)

Hindi (speak)

# SENTHILKUMAR S

## PROFESSIONAL SUMMARY

A results-driven professional with over 7 years of experience in sales, customer service, and retail supervision across diverse industries. Proven ability to handle customer relations, achieve sales targets, and ensure compliance with global regulations. Skilled in business development, team leadership, and pre-sales activities, with a strong background in managing retail operations. Equipped with excellent communication, organizational, and interpersonal skills, I aim to contribute to the growth and success of a reputed organization through my proactive approach and commitment to excellence.

## SKILLS

- Retail Supervision
- Sales & Business Development
- Customer Relationship Management
- Team Leadership
- Import & Export Process
- Achieving Sales Targets
- Pre-Sales Representation
- Communication & Convincing Skills
- MS Office & Internet Applications
- Hardware & Networking Knowledge
- Typewriting (Junior & Senior Grade)

## WORK HISTORY

November 2017 - Current

### **DHL Express India Pvt Ltd (Under Adecco) - Supervisor, Retail**

- Ensure adherence to Global Service Director regulations
- Verify shipment paperwork for compliance with parcel content
- Communicate with the gateway team, customers, and managers via email regarding shipment status
- Handle customer inquiries and resolve issues at retail outlets
- Handling import and export processes as per Indian custom norms
- Consistently achieve sales targets and maintain high customer satisfaction levels.

May 2016 - October 2017

### **Amara Raja Batteries Ltd - Sales Promoter**

- Promoted sales of Amara Raja batteries to retail and wholesale clients
- Engaged with customers to understand their requirements and recommend suitable products
- Exceeded monthly sales targets by fostering strong relationships with clients and ensuring timely product delivery.

August 2014 - January 2016

### **Pralcka Machinery MFRG Pvt Ltd - Sales Executive**

- Sold industrial machinery and parts to clients in the construction and mining sectors
- Developed and maintained client relationships, ensuring repeat business
- Managed sales processes from initial inquiry through to contract completion, resulting in a substantial increase in company revenue.

April 2013 - May 2014

**Smart Watt Energy Solutions - Business Development Executive**

- Identified new business opportunities in the energy solutions sector
- Negotiated contracts and established partnerships with key clients
- Conducted market research to inform business strategy and drive growth initiatives.

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## **PERSONAL INFORMATION**

- Father's Name: S. Sundarraj
- Date of Birth: 08/20/92
- Gender: Male