



## CONTACT

📞 (+91) 9999804664

📍 New Delhi, INDIA

✉ rickyrobert1992@gmail.com

📅 15 Years 1 Month of experience

## EDUCATION

2015

B.A - Arts&Humanities

School of open learning (DU),  
Delhi

## KEYSKILLS

Sales

Service  
Operations

Aftersales

MIS  
Reporting

## LANGUAGE

English

Hindi

# RICKY ROBERT

TEAM LEAD

## PROFILE SUMMARY

I have 15 years of diverse professional experience, beginning as a Backend Executive. I then transitioned into corporate sales with Vodafone, honing my skills in client relationship management and business development. Subsequently, I gained valuable experience in the retail industry, working with renowned brands like Fossil Watches at Shoppers Stop and Lifestyle. My background demonstrates versatility across backend operations, corporate sales, and retail management, enabling me to contribute effectively to dynamic business environments.

## WORK EXPERIENCE

2016 -  
Present

### Team Lead Fossil Group

- Operated as a Sales Executive at Shopper Stop and Lifestyle, specializing in Fossil watches, consistently exceeding sales targets.
- Promoted to Team Leader, effectively managing a team of 5, overseeing sales operations, customer service, and accurate reporting.
- Transferred in 2021 to a company-owned Fossil store, driving category growth in watches, leather goods, and jewelry by approximately 20%.
- Managed end-to-end sales processes, customer service excellence, MIS reporting, and supported online sales channels to enhance revenue streams.

2010 - 2012

### Backend Executive Vodafone

- Conducted field verification of Vodafone postpaid customers to confirm

account authenticity and status.

- Recorded and updated verification data accurately in the system to maintain up-to-date customer records.

2012 - 2016

### **Sales Executive**

#### **Vodafone**

- Engage with key decision-makers at corporate offices to promote postpaid connection sales.
- Deliver tailored sales presentations to corporate employees, effectively increasing postpaid subscription
- Build and maintain strong relationships with corporate clients to drive revenue growth and customer retention.
- Achieve a targeted increase in corporate postpaid sales contributing to overall company sales objectives.