

ARJUN MATTU

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2 Wheat Hill, Walsall, WS5 3DB

PERSONAL PROFILE

A highly motivated, ambitious, and commercially minded professional with proven experience in sales environments, negotiation, and client relationship management. Possesses exceptional interpersonal and communication skills, with a track record of handling customer enquiries, overcoming objections, and building strong client rapport to drive business outcomes. A dynamic problem-solver who excels under pressure, whether working independently or collaborating within a target-driven team. Eager to leverage a strong background in administrative efficiency, direct distribution, and customer success into a challenging and rewarding sales role.

KEY SALES & PROFESSIONAL SKILLS

- **Sales Negotiation & Rapport:** Experienced in vehicle deal structuring, handling customer enquiries, and building lasting client relationships.
- **Pipeline & CRM Administration:** Advanced IT competency, tracking vehicle statuses, maintaining stock records, and utilizing Excel for sales database tracking.
- **Communication & Persuasion:** Fluent in English and Punjabi; highly skilled at communicating with diverse demographics.
- **Lead Generation & Outreach:** Skilled in managing initial inbound leads via phone, professional email channels, and social media platforms.
- **Time & Workload Management:** Excellent organizational capability, supporting senior directors with diary management and fast-paced operational workflows.
- **Direct Sales Exposure:** Certified Utility Warehouse Qualified Distributor, validating proactive outbound marketing and business-to-consumer exposure.

WORK EXPERIENCE

Trainee Sales Administrator | UP Prestige – Car Dealership

July 2023 – July 2024

- Actively participated in complex sales negotiations, developing high-level customer service skills, identifying client needs, and establishing long-term account rapport.
- Managed incoming multi-channel sales leads efficiently across telephone, professional email networks, and targeted automotive social media platforms.
- Maintained rigorous control over CRM databases and sales performance trackers using Excel to support data-driven forecasting.
- Monitored high-value logistics, managed vehicle delivery handovers, cataloged vehicle inventory/stock updates, and processed cross-dealership asset transfers.
- Delivered high-level administrative support, optimizing productivity through executive diary management for company directors.

Support Worker | Select Lifestyles

November 2024 – Present

- Utilize deep active listening and emotional intelligence to support diverse clients, showcasing strong relationship-building and empathy critical for consultative sales environments.
- Coordinate and collaborate smoothly with multidisciplinary teams, including healthcare specialists and directors, to execute comprehensive client-care strategies.
- Manage multiple conflicting priorities daily under tight timeframes, including household operations, scheduling, and precise compliance documentation.

Qualified Distributor | Utility Warehouse

Independent / Secondary Role

- Completed certified training to pitch utility solutions directly to consumers, developing fundamental business development, network marketing, and pitch techniques.

| EDUCATION & QUALIFICATIONS

Barr Beacon School Sixth Form

2022 – 2024

A-Levels & Vocational: B-TEC Business (Merit) – *provided foundational training in market dynamics, commercial strategy, and consumer behavior*; Statistics (Grade D); Psychology (Grade C).

Barr Beacon School

2017 – 2022

GCSEs: 9 GCSE qualifications obtained from Grades 4 to 6, including English, Mathematics, and Science.

| REFERENCES

Excellent professional and character references available upon request.