**Gulfjobseeker.com CV No:** **1309788**

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To get contact details of this candidates

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Work experience:- 6 Years

**Career Profile:**

To obtain the position of a Retail Operation Manager wherein I can make effective use of my sales and marketing skills towards the growth of the organization.

**Professional strengths:**

* More than four years of professional experience in handling retail related tasks
* Comprehensive knowledge of collecting data and establishing facts
* Ability to handle & respond to customer request, complaints, in a professional and timely manner.
* Sound organizational, management & multitasking skills.
* Competent in operating network like Microsoft Word, Excel, Access, PowerPoint, Windows and the Internet
* Quick learner and ability meet deadlines
* Process outstanding oral and written communication skills.

**Educational Qualification:**

BIT from Maniphal of Higher Education in 2005

**Professional Experience**

**Organization:-Eros Digital Group**

**Duration:-Oct 11 2012 to till date**

**Designation:-Showroom In charge**

* Responsible for managing the flow of communication between Eros digital group and customers.
* Perform responsibilities of responding to email inquiries on products and services to existing and potential customers.
* Coordinate with project management and engineering department to update more knowledge of the new products.
* Played a key role in making decisions regarding stock control as well as managed stock levels
* Implemented innovative store promotions to achieve the financial objective of the organization
* Handled other tasks like daily financial, inventory control and accounting
* After sales service queries, coordinating with warehouse for timely receiving, monitoring home deliveries.
* Responsible for filing Documents & SOP Adherence pertaining to it.

**Organization:-Tata croma electronics Mega store-infiniti Retail**

**Duration:-Jan 2010 to Oct 2012**

**Designation:-Assistant Department Manager**Responsibilities:

* Assigned the tasks of analyzing sales figures as well as forecasting sales volumes to boost up the profits
* Handled the responsibilities of updating knowledge of market trends in the retail industry and monitoring the activities of the competitors
* Performed essential functions like performance reviews, as well as provided training programs to new retail staff
* Played a key role in making decisions regarding stock control as well as managed stock levels
* Implemented innovative store promotions to achieve the financial objective of the organization
* Handled other tasks like daily financial, inventory control and accounting

**Organization:-Glen Home Appliances**

**Duration: June 2009 to Dec 2009**

**Designation: Sales Officer**

Responsibilities:

* Take care of sales in Modern Retail ( Big Bazar,Tata Croma, E-zone)
* Performed essential functions like performance reviews, as well as provided training programs to new Sales Staff
* Handled the responsibilities of updating knowledge of market trends.
* Handle responsibilities of dealing with complaints to achieve customer satisfaction.
* Consult with customers to analyze business requirements and convert them into product & service solution.

**Organization: Dish TV**

**Duration: Nov 2006 to June 2009**

 **Designation: Floor support** Responsibilities:

* Handled the Team.
* Coordinate with Regional Office of all over India.
* Solve the queries of sales officers through mails (Technical or IT Issues or service issue).
* Reporting to Manager.

**Area of Interest**

* To conduct a variety of stocking, sales and accounting duties to ensure excellent customer satisfaction.
* To meet the goals of the organization as well as customer satisfaction.
* To conduct my skills in solving and recommending suggestions on complex customer problems

**Personal Details:**

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| **Date of Birth** |  **23rd May 1981** |
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| **Relationship status** |  **Married** |
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