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***Retail Operations Audit Process Analyst  Corporate Relations  Business Development***

**Professional Abridgement**

**7+ years of total experience** – 3 years of experience in administration and as a trainer, 2 years of experience in Marketing and Client relationship Manager,1+ year experience in Retail Operation Manager and 1 year experience in Audit and process analysts.

* I have been worked with ICICI bank for 2 years as Officer Client relationship at Vadodara Gujarat.
* Worked with Don Bosco School Vadodara as trainer, handled the responsibility of N.I.O.S Junior Collage as a Coordinator also handled the School Administration.
* Working with K.Raheja Retail Group with Hyper city Hydarbad-1 Worked as Client relationship Manager for 1year 6months. Handling 50+ Associates in a team their payrolls and Induction trainings and department Trainings also have experience in corporate dealings.
* Now promoted as Central Auditor for North Zone stores of Hypercity India LTD K.Raheja Group. Currently working as Central auditor and taking care of Amritsar Jaipur, Ahmedabad, Vadodara store SOP audits.

**My Career Objective:**

* To excel in the field of Relationship Management and Work with integrity and commitment, thereby being an asset to the organization.
* A keen planner and implementer with deftness in effectuating plans, driving teams to ensure successful management of Client relationship/sales operations in the assigned region.
* Possess keen understanding of market up gradations to create new business opportunities and ability **to sustain positive work environment for accomplishment of organizational goals.**
* Evolving and implementing strategies for new Training Methods, *Project Planning, and Liaison with* various learning outcomes.
* Aptitude towards Training and Change Management Techniques.
* Familiar with understanding the common obstacles in their learning process.
* Knowledge of the computer aided tools.

**Areas of Excellence**

* Interpersonal Relations Trainings
* Process Audits Coordination
* Fast Learner Communication
* Mobile Achieving targets
* Client Relationship

**Team Management**:

* Leading SOP audits for Amritsar, Jaipur, Ahmedabad, Vadodara and their employee SOP trainings for more than 500 employees.
* Lading a team of 50+ Employees in my team handling of two departments.
* Leading, training & monitoring the performance of team members to ensure efficiency in sales operations and meeting of individual & group targets.
* Creating an environment that sustains and encourages high performance and motivating teams in optimising their contribution levels.

**POSITION HELD AND EMPLOYMENT RECORD:**

* Handling Company Sop Audits and Company Process trainings.
* Handling Primary & Secondary sales, sales planning, after sales service.

Conducting displays, building volumes and implementing marketing & sales promotion and work site activities to increase the visibility and business of company.

* Administration and Client relationship.

**Employment Recital**

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| **SL NO** | **PERIOD** | **ORGANIZATION** | **DESIGNATION** | **DURATION** |
| 1. | Till Date | **Hyper city Retail (India)** | **Currently Promoted As Central Auditor of North Zone Hyper market** | From last 6 Months |
| 2. | **01/02/13** | **Hyper city Retail (India) ltd** | **Client Relationship Manager** | **1year 6 months promoted in same Company** |
| 3. | 10.06.2011  to 05.05.2012 | Amrit Vidhyalay International curriculum,  KALOL, Gujarat | **Trainer & Coordinator** | **1 year** | 1 Years |
| 4. | 30.06.2009  to 01.05.2011 | ICICI Bank LTD.  Baroda, Gujarat | **EXECUTIVE -Client Relationship** | 2 Year. | 2 Year5 |
| 5. | 06.06.2006 to 28.06.2008 | Don Bosco Baroda | **Assistant – Administration and Training** | 2 Years. |

**Scholastics**

* Currently pursuing Business Low.
* Currently pursuing **MBA in HRM** from MGU University.
* Certificate Course in **HRM** from Ahmedabad Management Institute Ahmedabad in **2014**
* **Import & export Management** from Ahmedabad Management Institute Ahmedabad in **2014**
* **Diploma in H.R** from the M.S. University, Baroda, Gujarat, India **in 2011**
* **B.ED** from Navrachna University, Baroda, Gujarat, India in **2011**
* **B.A English** Literature-Baba Sahib Ambedkar University**-**Ahmedabad, Gujarat, India **in 2010**
* **PTC from St. Xavier’s Collage** in **2007**
* **Diploma in** TTNC from Polytechnic in **2006**

**I T Skills**

* Well acquainted with MS Office, Excel
* **Tally, DTP.**

**Notable Attainments**

* Promoted in Central Audit team in hyper city North stores as Central Auditor.
* Nominated as chain level Best Client Relationship Manager across 16 Hypercity stores 2013-2014.
* Awarded as best Coordinate Teacher in Don Bosco Academy.
* Awarded as best cultural head in Don Bosco Academy.
* Awarded as best Sale Executive in ICICI Bank in Credit Card and Loan department.
* Designed many community service Programmes for poor and street people at school level and also in college level.

###### \* Key Result Areas

**Audit Process Analyst:**

* Company Processes and Compliance
* Challenging stores for their Shrink and Inventory management.
* Discussion with Store manager about their Store performance and getting action plan.
* Internal/External audit Compliance and action plan follow-ups.
* Critical findings related to Store reporting to Central head management team and CEO.

**Business Development:**

* Analysing market trends/ requirements, collating market intelligence reports & accordingly forecasting sales.
* Tracking market & technology trends for Retail and whole sale market and personally visiting clients for generating sales.
* Responsible for Generating Revenues from major accounts and Maintaining Relationship with the Decision Makers.
* Frequent visits to meet end-user and know the feedbacks regarding our products.
* Developing new customers.
* Developing and maintaining relationship with Key Customers.
* **Builds relationships with key contacts to position the company to leverage business opportunities.**

**Team Development:**

* Talent Acquisition & Induction
* Learning & Development
* Performance Management System (also includes Potential Appraisal)
* OD Intervention
* Employee Engagement
* Competency Mapping

**Client Relationship Management:**

* Building rapport with the client
* Follow-up with clients for ensuring timely service
* Addressing the client concerns
* Coordinating for new schemes for client
* Coordinating with Sales Team
* Build client relationships and with institution who purchase Bank consulting services to maximize requirement opportunities
* Become thoroughly familiar with client systems and processes
* Interfacing with clients for suggesting the most viable product range and cultivating relations with them for securing repeat business.
* Developing and maintaining constant business communication with key opinion leaders and Purchase managers/Directors for promoting the company’s products.
* Developed business with other association tie-up.

###### Schools:

* Coordinate with Multi-disciplinary teams for developing Learning disability and slow learning students and Liaison with authorities for approvals where necessary.
* Maintain students and parent Relations and Liaison with Authorities, Coordinating with School management teams in Gujarat
* Co-ordinate with school administration Department where necessary
* Co-ordinated presentations and demonstrations as part of the teaching curriculum.
* Responsible for overall development of students, school Administration and other related matters
* Heading Cultural programs and state level events for school.
* Prepare Annual report for School, Expenditure Monitoring

**Personal Profile**

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| --- | --- |
| **Date of Birth** | 02.08.1985 |
| **Age** | 29 Years |
| **Linguistic Capabilities** | Malayalam (native), English, Gujarati, Hindi, (Tamil, Telegu and Marathi ) |