Syed

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**Key Profile**

**Currently working with DP World as a Tallyclerk.**

Ten years of experience in the Customer service dept. and Sales in Big Bazaar a division of Future Group achieved continuous excellence.

Worked with New Meena Bazaar International group in Mebaz as a **men’s Section In charge.**

**Achievements:**

Joined as a Trainee Team Member in Big Bazaar in the year 2004 and Journey ended as an Asst Dept. Manager in the year 2010.

Received Appreciation from the customer for better Customer service in Big Bazar.

**Men’s Section in Charge ----Mebaz. (2010-2014)**

**Mebaz** is a result of close to four decades' concern for pure beauty and fashion. An unerring eye for the exquisite, and a keen attention to detail manifest themselves in the creative assimilation at Mebaz. In an endeavor to offer only the best, meticulous attention is paid to enduring fabrics and styles.

**Roles and Responsibilities.**

Daily conducting a meeting with Section team members regarding day to day Sales.
Taking reports of Sales and Stocks and update to Category.
Checking the sections stock size wise and color wise.
Motivating the team members and updating about promotions to increase sales.
Planning about targets verses achievement.
Actively involved in Marketing Activities like handling slab offers gift
Paying attention on the promotion to get the Benefit to the Store.
Visiting Distribution point and checking the stock twice in a week.
Planning accordingly to the season's sales

**Asst.Dept.Manager –Big Bazaar a division of Future Group. (2004-2010)**

**Future Value Retail Limited** is a wholly owned subsidiary of **Pantaloons Retail (India) Limited**. Future Group was established in 1981 and one of India’s leading business houses with multiple businesses.Present in consumer finance, capital, Life insurance General Insurance, leisure and entertainment, brand development, retail real estate development, retail media and logistics.

This entity has been created keeping in mind the growth and the current size of the company’s value retail business, led by its format divisions, **Big Bazaar and Food Bazaar**. The company operates **180 Big Bazaar stores, 200 Food Bazaar** stores, among other formats, in over **95 cities** across the country, covering an operational retail space of over **16 million square feet**.

1) **Asst. Department Manager ---- (2/2008 to 8/2010)**

 **Roles and Responsibilities.**

Interact with the customer and solving the queries
Checking the sales and reporting the status to SM.
Take the ownership of the store in absence of SM
Sending the defective report to SM and category Team
Actively involved in Marketing Activities like handling slab offers gift
Maintaining slab offer register and sending all Details to SM and Marketing Manager.
Following with IT Person and updating Popup slip for Promotion.
Selling Big Bazaar GV (Gift Voucher) to walk in and Corporate customer Maintaining Gv data and customer Details.
Weekly sending Billing Error report to Zonal office and taking necessary action to reduce on billing errors.
Weekly sending store feedback reports to Zonal office and complaints bringing to SM notice and taking action plan for Customer Query.
Paying attention on the promotion to get the Benefit to the Store.
Conducting a meeting with Department Team leaders to increase sales.
Briefing about Promotions and updates.

**Promoted as a Trainee Asst.Department Manager in the month of Feb 2007 and confirmed as an Asst. Department Manager in the month of Feb 2008.**

**Customer Service Executive ---- (3/2006 to 2/2007)**

**Roles & Responsibility:**
Daily Sending the Exchange Merchandise to the Respective dept.
Daily Store Opening Announcement.
Taking offers from the Respective dept. for offer announcement.
Maintaining Register of customer complaint and bringing to my Manager Notice.
Filling of customer feedback forms from the customer.

**Promoted as Customer Service Executive in the month march 2006.**

**Team Member ----- (8/2004 to 2/2006)**

**Roles & Responsibility:**

Maintaining Register of stocks Receiving and Physical Counting.
Making Signage’s of offers in the section.
Bringing Floor issues and exchanges issue to Team Leader Notice.
Concentrating on sales to achieve the dept. Targets.

**Promoted as Team Member within six months of Joining**

**Trainee Team Member ---- (2/2004 to 8/2004)**
**Roles & Responsibility:**
Getting the Stock from the Back Room (Go-down)
Setting the section Size wise/color wise.
Attending daily briefing for sales &Promotion.
Keeping the section clean & tidy.

**EDUCATIONAL QUALIFICATIONS:** B.COM (computers) from Kendriya Vishwavidyala (KVTNI)

**COMPUTER PROFICIENCY:**Windows XP, MS- Office Packages and MS-Excel.

**LANGUAGE COMMAND:**English, Hindi and Telugu.

**Personnel Profile:**

* Male, Married.
* Date of Birth:21/08/1980
* Creativity, Commitment & Hard work go hand in hand.
* Presentable and a good learner.