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| **Firos Khan – 2008290**  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |



**Consummate professional seeking Associate/Mid level position in Operation, Marketing / Business Development and Sales**



**Profile Summary**

* Candidate with 3 years of experience in Retail
  + Operation
  + Marketing and Sales
  + Business development
  + Human Resource Development
  + Key Account Management
  + Brand Management
* **MBA Graduate** in **Marketing and HR** from Bangalore University, India
* Hands on experience in charting out Operation strategies and contributing towards enhancing business volumes & growth and achieving profitability norms.
* Experience in managing development & Implementation of Operation plans and handling for Team.
* Expert in MS Excel, PowerPoint ,Word, Graphic Designing, Operating systems



**Areas of Expertise**

* Managing Operation functions like designing the system, Implementation, Planning and Forecasting,
* Designing operations and manuals , KPA’s and KPI’s, Standard operating procedures manual; training staff in all areas of retail – operations, company, product and customer service
* Managing customer centric operations & ensuring customer satisfaction by achieving delivery and service quality norms, evaluating Store Performance periodically including manpower Performance and ensuring Overall Development.
* Conducting competitor analysis by keeping abreast of trends and competitor moves to achieve market share matrices.
* Prepared Daily/Monthly/ Annual report such as sales, store performance, financial and reported to senior manager



**Professional Experience**

# Company: Zonal Team Lead October 2013 – May 2016

* Responsible and accountable for the operational running
* Effectuating business plans for overall development & accomplishment of top and bottom- line of profitability
* Used background in finance to review historical analysis of company sales information to establish proper weekly scheduling and ad promotions
* Coordinated with departments like IT, Marketing, Customer Support, finance and operation for the smooth running of business and leading to achieve the common target.
* Maintained responsibility for recruiting, hiring, and training shift supervisors and employees
* Anticipated the future sales opportunities and requirements, then building and executing strategies to achieve optimum result.
* Formulated and executed strategies to increase brand visibility and customer awareness within the assigned territory.
* Prepared Daily/Monthly/ Annual report such as sales, store performance, financial and reported to senior manager

# Highlights

* Highest number of suppliers enrolled.
* Fastest growing territory
* No. 2nd in terms of sales volume and average order value.

# Delyver Retail Network Pvt. Ltd., Zonal Team Lead July 2013 – October 2013

* Implemented action Plans to ensure highest level of customer service are maintained in line with customer promise
* Monitored weekly targets for the operational team
* Overseen wide gamut of retail operations strategized long term business directions to ensure maximum profitability in line with organizational objectives
* Participating in the central process of anticipating and creating operation plans and executing them in the territory.
* Ensure all operational finance procedures are adhered to eg: Purchasing, Cash Controls

# Highlights

* Major subsidiary of supermarket grocery suppliers Pvt Ltd
* Retail trade of new goods in specialized stores
* Merged with **Bigbasket.com**

# Internship in Benzy Food and Beverages Pvt. Ltd. March 2014 – June 2014

* Keeping relationship with different departments of the company.
* Determined promotional activities, marketing strategies of the company
* Analysis of periodical sales performance
* Involved in various processes in the company including selection of suppliers, analysis of quotations and bids, selection & approval of quotations, handling queries from suppliers and purchasers etc.

**Achievements**

* Played pivotal role in leading sales department to achieve aggressive $2 million annual goal by instituting company-wide training initiatives that increased closing rate 30% and enhanced customer retention by 20%
* Boosted DIFOT to over 95%
* Implemented employee safety initiative with a 0% injury rate for over two years
* Directly trained, hired and supervised over 30 employees to meet company sales goals

**Key Skills**

* **Interpersonal Skills:-** Extensive practical experience in training and mentoring delivery professionals. Effective communication skills with excellent conflict resolution ability. Experience managing teams of up to 40people
* **Organizational skills:-** Excellent ability to priorities and manage multiple task simultaneously. Experience managing large projects in busy, high-risk work environments
* **Technical Skill:-** M.S Excel, word, power point and operating systems, Graphic Designing



**Academic Details**

* **MBA in Marketing and HR** from Bangalore University, India in 2015 with 63% of aggregate marks.
* **BA i**n Economics from Calicut University in 2012 with 60% of Marks.

# Others

* Certified in Fundamental Analysis & Technical Analysis in Stock Market
  + Certified From National Cadet Corps



**Personal Details**

## Date of Birth : 29 Oct 1990

Visa Type : Visiting Visa

Languages Known : English - Fluent

Hindi - Mediator Arabic - Mediator

Malayalam- Fluent

I hereby assure that all the above details are true to my knowledge and I will work with full dedication and sincerity to bring prosperity for your concern.

Yours sincerely Firos Khan

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