

***Samir***

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| **PERSONAL**  **INFORMATION  *Marital status:* Married**  ***Nationality:* Indian**  ***D.O.B:* 23rd March 1985**  ***Visa Status: Visit Visa***  ***Place of Birth:* Lucknow, India**    **CAREER OBJECTIVE** | | |
| **PROFESSIONAL** |  | High energy management professional with an experience of 5 years’ in the field of Administration. A Public Relations Specialist with proven ability to achieve predetermined targets. Looking for a suitable profile in a reputed organization wherein I can grow with the organization. |
| **EXPERIENCE**    *October 2016 to*  *January 2016* |  | ***Pearson BTEC - Programme***  ***“Student support and Mentoring”***   * Maintaining a tracker for students work. * Evaluating students work helping them in achieving the criteria. * Conduct market research and needs assessment & develop and maintain professional contacts. * Giving specialist administrative support and advice or guidance to students and dealing with complaints and enquiries. * Meeting face-to-face with students to give guidance. * Answering and dealing with telephone enquiries. * Helped to organize examinations and assessments. |
| *April 2016 to* |  | ***DUNIA FINANCE*** |
| *Sep 2016* |  | ***“Relationship Officer”*** |
|  |  | Identifying and targeting potential clients for business development. |
|  |  | Assisting clients for short and long term funding requirements of business and personal use. |
|  |  | Communicating clients regarding their queries and providing best possible solutions. |
|  |  | Taking active part in team meetings and suggesting new ways of working to generate more business |
|  |  | Analyzing and designing the best financial package best suited to the needs of the clients. |
|  |  | Checking the loan eligibility of the customers by using my financial acumen and checking his credit history to identify and prevent financial fraud. |
| *January 2012 to* |  | **LUCKNAVI HANDICRAFTS** |
| *January 2016* |  | *“****Store Manager”*** |
|  |  | Providing excellent shopping environment to customers and generating maximum results. |
|  |  | Responsible for planning and management of store functions.  Keeping the store organized and clean all the time. |
|  |  | Developing friendly relations with customers to strengthen sales. |
|  |  | Suggesting products to customers matching their personality. |
|  |  | Responsible for hiring and training individuals. |
|  |  | Effectively manage and arrange all activities and programs in store. |
|  |  | Handling cash, inventory and maintaining accounts of the store using the latest POS system and computerized operating systems. |

*July 2010 to* **YORK INN HOTEL**

*Dec 2012 “****Guest Relations Manager”***

* To attend guests in friendly and professional manner to achieve guest delight.
* Maintaining list of all VIP and VVIP guests visiting the hotels and looking after their need within the hotel guidelines
* Manage and maintain record of all guests, remarks and complaints.
* Maintain amiable and effective relations with other hotel departments and staff.
* Taking customers feedbacks regarding the services and seek opportunity to up-selling to create brand image and generate more revenue.
* Keep full knowledge of the services provided by the Hotel and seek opportunity to up-selling to guest to generate more revenue per guest
* Actively attending all meetings, trainings and development programme to keep myself up to date.
* Managing events such as meetings, conferences, parties. Including coordination with multiple stakeholders.

*Aug 2009 to* **BAJAJ PROBIKING**

***“Showroom Manager”***

*June 2010*

# EDUCATION:

* **POSTGRADUATE DIPLOMA Accman College of Management**

**In Retail Management Noida, India**

* **BACHELORS Lucknow University**

# In Tourism Administration Noida, India

**INTERMEDIATE La- Marteniere College**

**Lucknow, India**

## INTERNSHIP:

**6 MONTHS INTERNSHIP Spencer’s Hyper Retail Store**

**Lucknow, India**

# SKILLS:

* Good Communication skills
* Strong IT and analytical skills
* Leadership Qualities
* Organization & Time management skills
* Keen to face Challenges
* Customer relationship building skills
* Target Oriented

# DECLARATION

I hereby declared that all the information stated above is true to the best of my knowledge.