

***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.
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| *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.