**CURRICULUM VITAE**

**IMRAN**

E-mail: pimran.343905@2freemail.com

C/o-Mobile: +971505891826

**VISION & OBJECTIVE:**

Motivate professional who contemplates possibilities while other perceive challenges, seeking a career in an organization that pushes me to strive for excellence.

**PROFILE**

**1.1Year’ experience in Retail Industry**.

**1.4 Year’ experience in BPO**

**• Enthusiastic, driven sales clerk with one year of retail experience**

**• Award-winning customer service and interpersonal skills**

**• Excellent money-handling skills and familiarity with POS systems**

**CAREER HISTORY**

**SLANZER TECHNOLOGY PVT. LTD(4th Nov 2015 till date)**

**Working as SENIOR SALES EXECUTIVE in JUMBO (Electronics).**

**Responsibilities-**

Store processes and daily planning activities.

Reducing shrinkage, sales plan and auditing.

Daily morning briefings with staff

Motivating staffs to achieve targets

Merchandising as per company standards

Sending Daily sales reports, weekly reports and Monthly reports to Head office

Depositing Sales cash at bank

Maintaining petty cash details

Maintaining Inventory reports (Stock Inward and Outward)

Planning Staff Schedule

Doing stock check frequently to tackle shrinkage

Training to staff for ongoing Promotions

Managing stock loss and reducing shrinkage

Store Audit support

Store visits

**Aegis India Pvt. LTD.(Vodafone Essar) (June 2014 till October 2015)**

Worked as Customer Care Executive at Vodafone Essar Process for a period of 16months

**Responsibilities-**

Handling calls (Around 80 calls per day)

Solving customers’ problems

Giving accurate information to Customer’s Queries.

Assisting customers on making online payments etc.

Maintaining customer feedbacks

Solving all bill related issues

Helping customers in Installing settings on different devices

Trouble shooting basic technical issues

Training new employees

Barging calls of new employees

Floor walking

**Related Skills**

**Skilled at operating computerized cash registers, scanners, and other POS systems**

**Excellent Customer Handling and Training skills**

**Key Achievements as a Customer Service Representative:**

* Awarded as a Best Productivity Agent in Aegis.
* Awarded as Super Hero in Customer Feedback

**TECHNICAL SKILLS**

* **Computer literate:**

 Good knowledge of Word and Excel, as well as e-mail and the internet.

**ACADEMIC QUALIFICATION**

* SSLC from MGES High School (2012).
* Second P.U.C from Bangalore Pre University (2014).

**PERSONAL DETAILS**

Date of Birth : 10th APRIL 1994

Nationality : Indian

Gender : Male

Marital Status : Single

Languages Known : English, Hindi,Kannada,Tamil& Urdu.

Driving License : KA04 20150019809 (INDIA)

**Declaration:**I hereby affirm that the information given above is accurate & true to the best of my knowledge.