**RIKHI**

**Position:** Showroom Manager/ Sales/Admin/Operation

**Education Qualification:** Bachelor Degree in Commerce

**Key Skill**: GoodCommunicator,Problem Solving, **Team Player, Planning and Organizing**

**Email Address:** rikhi.348487@2freemail.com

**CAREEROBJECTIVE:**

10+ years of experience in Retail Management in the following key areas – Operation, Merchandising, Planning, Visual Merchandising, Marketing , Inventory Management, Manpower Management, Sale Promotions and its proper implementation.

**PROFESSIONAL WORK EXPERIENCE SUMMARY:**

1. Sagar Group of company Operation-Head Retail Feb 2014 to 1st Feb 2016
2. Gautam Shree Foods Pvt Ltd Nepal -Sales Manager Jan 2012- March 2014
3. Chaudhary Group of company Nepal-Showroom Manager July 2010 –Feb 2012
4. Savola Group- Saudi Arab- Section Manager- March 2008- Aug 2010
5. Yamaha Company India- Office Asst. 2006-2008

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**PROFESSIONAL WORK EXPERIENCE IN BRIEF:**

**Organization:** **Sagar Group (IT Based Company)**

**Tenure:**  **Feb 2016 – January 2017**

**Designations:** **Operation-Head Retail**

**Website** [www.baleyo.com.np](http://www.baleyo.com.np)

**Sagar Group is one of the leading IT product Distributors in Nepalese market dedicated to fulfill the demand of consumer and corporate needs related to ICT equipment, peripheral as well as software, having 10 outlets and 400+ dealers’ channels.**

**Responsibilities:**

* Lead a significant role in long term planning, with the view to delivering operation excellence.
* Collaboration with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate rapid growth objectives of our organization.
* Clear view of the development and improvement of the entire operation of the company.
* Communication and implementation of effective growth strategies and processes.
* Handle the overall business management of all Retail Showroom and drive the business to increase the profitability, business goals and objectives.
* Implement effective succession planning, people management, development, recruitment, retention strategies.
* Keeping employees motivated and organizing appropriate training.
* Ensuring the business operates within the company's mission statement.
* Investigating customer satisfaction and reporting any issues.
* Working with department heads and senior management to get the best performance from staffs.
* To lead the management into a service organization that mirrors the adopted mission and core values of the company. Bottom line: Build a company.
* Strong implementation in all of the policies and rules and regulations made.
* Overall Management (Planning, Controlling, Directing, Leading, Motivating) for the business development of following Retail Showrooms in collaboration with Sales and Marketing Team.

**Organization:** **Chaudhary Group (Electronics consumer)**

**Tenure:**  3rd Fed 2010 to 2nd Fed 2012

**Designations:** Showroom ManagerCTC: 4.69Lac (Rs.)

**Website** [www.cgdigital.com.np](http://www.cgdigital.com.np)

**Chaudhary Group is Nepal NO1 Company doing business in different sector over the world.It has 9 company which in the worlds eg CG Electronics, CG Biotech, CG Education,CG Cement, CG Energy, CG Finco,CG Foods,CG Hotels and Resorts**

**Responsibilities:**

* Handling day to day store operations.
* Sales & Distributors of **LG, Toshiba, Godrej, Calvinator**, and so many others Multinational Brand in Nepal.
* Meet showroom business objectives by Â achieving monthly and annual Sales and Merchandise Category Budgets.
* Responsible for all Showroom Sales & performance dashboards and reports as required by management
* Conduct Daily Floor Walks, Team meetings on a daily/ weekly basis on showroom achievements, individual performance, sales & customer Service.
* Identify current and future customer requirements by establishing rapport with potential and actual customers.
* Implement sales promotion, and product display plans, analyze success rate of promotions, suggest for future promotions
* Create in store excitement with innovative & creative merchandising ideas in coordination with Flore in charge
* Observe and know the competition, compare pricing, selection of merchandise, customer service and stay updated with market trends.
* Rotation of staff in shift and boost up the team to their targets.
* Helping customers to solve their problems.

**Organization:** **Savola Group( Hyper Market Panda, KSA)**

**Tenure:**  June 2008 to August 2010

**Designations:** Section Manager

**Website** [www.panda.com.sa/](http://www.panda.com.sa/).

**Panda is one of The Savola Group’s subsidiaries. The Savola Group is ranked ninth amongst the top 100 companies in the Saudi Arabian market and ranked second amongst the industrial sector after SABIC. It has more than 300 outlets.**

**Responsibilities:**

* Ensuring standards for quality, customer service and health and safety are met
* Responding to customer complaints and comments;
* Organizing special promotions, displays and events
* Responsible for Profit & Loss.
* Section handling including the administration and operation as per the company SOP’S.
* Motivating and encouraging team for their innovative and corrective ideas.
* Handling customer queries and ensures to deliver a best service.
* Planning about the Promos, keeping track of market competition, Promotions, Advertisements & New Launches.
* Stock Management including updating & keeping track of their movement.

**Organization :** Gautam Shree Food Pvt. Ltd.( FMCG)

**Tenure :**  Jan 2012- March 2014

**Designation :** Sales Manager

**Location :** Nepal

Dealer channel sales of distributor of FMCG Product eg Spices, Pickle, Cornflower, and others.

**Responsibilities**

* Responsible for the development and performance of all sales activities in assigned market.
* Staffs and directs a sales team and provides leadership towards the achievement of maximum profitability and growth in line with company vision and values.
* Establishes plans and strategies to expand the customer base in the marketing area.
* Contributes to the development of training and educational programs for clients and Account Executives.
* Monitor and report on market and competitor activities and provide relevant reports and information.
* Overseeing the quotations and tender process.

**Organization :** Yamaha Company

**Tenure :**  2006-2008

**Designation :** Office Assistant

**Location :** India

**Sales and distributor of motor cycle and spare parts.**

**Responsibilities**

* Answering telephone calls and transferring the calls to the relevant person
* Taking telephonic messages and distributing them
* Greeting visitors on arrival and providing visitors with refreshments while they wait
* Receiving, sorting and distributing incoming mail and Preparing outgoing mail
* Faxing, Photocopying, Scanning, Filing
* Typing reports, documents and letters and Sending emails
* Making travel arrangements and scheduling and arranging meetings and appointments
* Keep office area neat and tidy
* Keep track of office supplies and order when supplies run low

**CAREER ACHIEVEMENTS**

* Promoted as a Section Supervisor in Savola Group( Panda) 4 months time, before getting the confirmation.
* Promoted as a Section Manager within 1.5 year’s timein Savola Group (Panda)
* Promoted as a Retail Operation Manager within 1 year in CG Digital ( LG brand)

**TRAININGS & WORKSHOPS:**

* 2008: Customer Service and Coaching Training Course in Panda Academy (KSA).
* 2009: Role of Section Manager Course in Panda Academy (KSA)
* 2010: Institute of Computing Management.
* 2014: The Science and Art of Persuasion- the direct and specific knowledge of selling

**ACADEMIC EDUCATION:**

 **EXAMINING BODY: YEAR**

* Graduation University Of India 2015
* Intermediate Board of Intermediate Education, India 2006

**COMMUNICATION AND INTERPERSONAL SKILLS:**

* Outstanding command over verbal and non-verbal communicative & interpersonal skills.
* Strong organizational, managerial, problem solving, interpersonal and negotiation skills.
* Confidently able to work independently or in a team to deal effectively with educators & employees.
* Flair to organize & prioritize tasks to meet deadlines.
* Ability to manage multiple projects with minimal supervision.
* Have a good level command over English and Urdu Languages.

**CERTIFICATION/ ADDITIONAL SKILLS:**

* **Office Package** : Ms Word, Excel, PowerPoint
* **Advance Computer** : Hardware and Networking
* **Retail :** Certified in Retail Operation

**PERSONAL INFORMATION:**

**Date of Birth** : 10th may 1985

**Marital Status** : Married

**Languages Known** : Hindi, English, Arebic, Korean, Bangladeshi, and Nepali.

**Strength** : Self-Motivated, Present Mind & Responsible.

**Hobbies** : News Paper reading, Travelling & listening music.

**\*References are available on requirement from all the last worked companies.**