**SANDEEP**

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**Best time to call: Any time**

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**PROFILE SUMMARY**

* A well presentable, articulate and well-spoken Storekeeper, with **over 21+ years of experience** in Inventory, Stores, Logistics and Man Management
* Skilled in **vendor management,** process operations enhancement for achieving the required quality level in the supplies
* Expertise in formulating strategies for ensuring smooth transportation of goods throughout country
* Possess strong retail operations background which includes Store Management, Buying and Marketing
* Profound and broad expertise in every aspect of store management
* Highly skilled in overseeing store operations and achieving set goals
* Proficiency in handling the inventory function and adherence to the minimum inventory level to minimize wastage
* Possess innate understanding of the importance of customer service and product knowledge
* Ability to manage daily operations, and planning the use of materials and human resources to ensure maximum efficiency
* Ability to recruit, select, train and develop exceptional staff whilst ensuring that team members deliver outstanding customer service at all times

**SKILL SET**

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| --- | --- |
| * Customer Service * Stores Management * Organizational Skills * Cost & Stock Control * Operations Management * Training & Orientation * Front desk Operations * Driving LMV’s and two wheelers | * Administrative Management * Material Management * People Management * Logistics * Vendor Development * Interpersonal Skills * Client Relationship Management * Security |

**LANGUAGE KNOWN**

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| --- | --- |
| * English (Expert) * Malayalam (Native) | * Hindi (Expert) * Tamil (Native) |

**EDUCATION**

* Graduation certificate from the Indian Air Force (Approved by the Ministry Of Defence, India) – 1990
* Application Course in Computer, Chanakya Institute & Charitable Trust, Chennai – 2009
* Logistics Staff course for ISKRA aircraft and Chetak/cheetah Helicopters, Indian Air Force Technical Training Centre, Hyderabad – 2002
* IRDA Course on Life Insurance, by IRDA at TATA AIA, Thiruvananthapuram – 2011

**CAREER PATH**

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| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Kocheria Associates | Security Staff | May 2013 – Jan 2017 |
| Bharti AXA Life Insurance Co | Sales Manager | Jan 2013 – Apr 2013 |
| TATA AIA Life Insurance Co | Senior Advisor | Jan 2012 – Jan 2013 |
| Indian Air Force | Store Keeper | Feb 1989 – Feb 2009 |

**KEY DELIVERABLES**

**As a Sales Manager**

* Handle the process of handset insurance, coordinating with the insurance company.
* Follow up on timely action and reply to all the mails and letters received from corporate clients
* Rendering assistance to the corporate clients regarding product related queries
* Providing guidance on variety of payment options and insurance packages
* Established, maintained and expanded the customer base, increased business opportunities through various routes to market
* Routine meetings with corporate clients to build relations and resolve complaints
* Manage the sales team, Plan day to day activities, direct and implement daily course of action
* Responsible for daily operations of the dealer associate
* Developing and coordinating best practice for the most efficient and effective sales approach
* Dealing with customization query and request
* Soliciting cross-selling and up-selling opportunities
* Identifying and monitoring the performance of competitors in the market place
* Providing excellent customer service to designated accounts
* Planning various strategies to ensure attractive packages are created to cater the needs a variety of clients

**As a Senior Advisor**

* Ensuring that accurate customer data is kept in administrative databases
* Explaining various features, controls, accessories and benefits to customers
* Handling apparatus Negotiation and Trade-In activities
* Developing and coordinating best practice for the most efficient and effective sales approach

**As a Store Keeper**

* Managed budgeting, merchandising and operational procedures for all units
* Maintained responsibility for the overall daily operations of a retail store
* Supervised, scheduled, hired, trained, promoted, and disciplined personnel
* Managed budgets, marketing, merchandising, and rotating inventory of stock
* Provided quality customer service on every call; communicate clearly and effectively with customers
* Trained and monitored the team members in order to achieve individual & group targets
* Involved in day-to-day management of the store in accordance with overall company policy
* Effectively maintaining stock register and raised all kinds of demands on supply sources
* Undertook provisioning and preservation of equipment’s
* Instrumental in receiving all types of equipment, identifying them, check the stock and local purchases according to procedures
* Accountable for packing and unpacking of different types of equipments including complete aircraft, airframe and aero engine
* Involved in dispatching of equipment by sea, air, rail and road
* Maintained stock and prescribed stores accounts register
* Calculated and reviewed establishment requirements, assisted in export/import/custom clearance
* Responsible for determining section reference and part numbers of all types of technical equipment and non-technical stores such as clothing, barrack equipment, fuel, ration etc
* Accountable for checking scales and entitlement generating surplus reports and effectively handling local purchases
* Handled valuable attractive and security items and ensured proper care and maintenance
* Implemented new policies, orders, etc. in respective section
* Served as a NCO in charge and assisted in general administration activities; provided training to new joinees and guided them accordingly

**As a Security staff**.

* Patrol industrial and commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
* Answer alarms and investigate disturbances.
* Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
* Write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.
* Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.
* Circulate among visitors, patrons, and employees to preserve order and protect property.
* Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.
* Warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.
* Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.

**References: Available upon request**