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| **SHAHID**  **Senior Management Professional**  **~ Operations and Client Servicing ~**  Targeting assignments in **Operations Management** with an organization of high repute in **Retail /Travel / Hospitality/ Aviation industry**  **Location Preference:** Delhi / NCR / Overseas    [shahid.375784@2freemail.com](mailto:shahid.375784@2freemail.com) | |
| knowledge24x24icons Profile Summary | |
| * A visionary professional with **over 12 years** of rich experience in **Retail** **Operations Management, Client Relationship Management, Aviation, Travel Operations and Business Development**; lastly associated with **Scotch And Soda (Reliance Brands Limited) As Store Operations Manager.** * Built & maintained healthy business relations with potential clients and ensured high customer satisfaction matrices by achieving delivery & service quality norms * Exposure in conducting competitor analysis & competency mapping for keeping up-to-date of market trends and competitor’s moves to achieve maximum market share * Skilled in devising business strategies for achieving business profitability & sales targets in varying market conditions * Comprehensive experience in creating business development procedures, dealer and service standards, operational policies and guidelines * Acknowledged with multiple **Client Appreciations** for excellent service delivery * Excellent in managing business operations with focus on top-line performance through business development strategies (Retail and Corporate) and business acquisitions * A team player with strong analytical, communication, interpersonal and relationship management skills | |
| edu24x24icons Education   * Bachelor in Business Administration (BBA) from Chennai in 2005 * Diploma in Aviation, Hospitality & Customer Service from Frank Finn Institute, Chennai, 2006 * Level 1 and level 2 Diploma in Retail Management from Edexcel, United Kingdom (Dubai Branch) in 2013 | |
| core24x24icons Skill Set | |
| |  |  |  | | --- | --- | --- | | Operations Management | Budgetary & Cost Control | Service Delivery | |  |  |  | | Team Management | Travel Operations | Client Relationship Management | |  |  |  | | Customer Service Management | Training & Recruitment | Process Transition & Improvement | |  |  |  | | |
| |  | | --- | | career24x24icons Career Timeline | | **2012-2014**  Chalhoub Group), Dubai  **2014 - 2017**  CNE Pvt. Ltd.  **2005 – 2012**  Jet Airways” “ParamountAirways”“Go-Air | | |
| * Work Experience   **March 17’-Present: Scotch And Soda ( Reliance Brands Limited)**  **Store Operations Manager-New Delhi, India**  **Key Result Areas**   * Opening and Managing of the first stand alone store in India with and area of 2300 Sq.ft * Coordinating with the projects team while setting up of the store * Managing Staff, rosters and leaves * Receiving and tallying stock * Setting up the visual merchandising of the store and monitoring * Delegating duties as per the requirements of the store operations * Petty Cash management * Pilferage control * Reports Generations- VM reports, Qualitative and pre buying feedback. Weekly and monthly sales generations * Maintaining health and safety of the store and team members * Acting as a liaison between the team and the other departments of the company * Inculcating leadership qualities among the team members * Motivating teams for the sales by conducting daily and weekly training and brain storming sessions. * Abiding by the brand and company guidelines   **Jun’14 – February ‘17: Culture & Nature Expedition (CNE Pvt. Ltd., Jammu & Kashmir, Ladakh)**  **Manager- Sales and Marketing Operations-Srinagar**  **Key Result Areas:**   * Achieving budgets, guest standards & ratings as per company guidelines and making improvements * Devising and supervising the overall operations strategy and providing input on customer services processes, standards and delivery against benchmarks and so on * Managing operations pertaining to foreign exchange, hotel bookings, ticketing, passports, visas * Negotiating with airlines and foreign agents for better rates; preparing cost sheet & itinerary * Creating inbound & outbound package tours for corporate clients and building rapport with tour operators * Heading the sales operations for promoting packages and liable for increasing the sales growth * Initiating and developing relationships with target organizations for business development * Analyzing business potential and implementing plans to drive channels for attaining sales targets, supplementing turnover and achieving desired targets * Preparing monthly/weekly reports showing the performance of the business against the goals and submitting the same to top management; highlighting performance & lack of performance of various * Planning travel packages for tourists and giving most suitable options * Coordinating customer service by interacting with clients, liaising with destination agents & coordinating with concerned departments for problem resolution * Resolving passenger queries through latest available data in order to avoid any confusion in future * Interacting with customers; providing tailored consultative service as travel advice * Leading, recruiting, training & monitoring the performance of 10 team members to ensure efficiency in sales operations and meeting of individual & group targets   **Highlights:**   * Formulated growth plans & strategies for enhancing leisure travel market share; consistently exceeded sales targets by 65% - 93% with CNE * Cultivated strong client relationships by earning a customer base and a reputation for excellence * Led sales teams to achieve corporate goals and maintained profit margins; ensured capital expenditures aligned with company strategy with high levels of client satisfaction * Prepared qualitative analysis, pre-buying feedback for luxury brands in collaboration with Chalhoub Group * Provided training for content development in Chalhoub Group, CNE and Toyota Motors * Enhanced the sales processes & strategies to improve the Guest Satisfaction Index (GSI)   exp24x24icons Previous Experience  **Oct’12 – May’14: “LONGCHAMP” “MARC JACOBS” “ALICE&OLIVIA” “TORY BURCH” (Chalhoub Group) Dubai, UAE as Senior Sales Executive-Dubai**   * Provided a consistent, high level of customer service in a busy, high-pressure store including welcoming clients and managing all customer interactions resulting in a high level of customer satisfaction * Worked with management and operations teams (coach) to support the success of the floor/store * Maintained visual presentation standards and keep sales floor clean and organized in accordance with standards * Supported superior customer service for all after sales care procedures – handling repairs, exchange of the items, issuing credit note     **Aug’05 – Sep’12: “JET AIRWAYS” “PARAMOUNT AIRWAYS” “GO-AIR”**  **Senior Cabin Crew/Cabin Crew**-**Chennai**   * Provided the highest level of service in order to make passengers satisfied with services * Ensured the highest standard of customer service is provided to Jet Airways customers, provided them with details of the flight, help during the flight on any question * IT Skills images.jpg * MS Windows, MS-Word, MS-Excel, E-mail, Outlook, SAP, Internet & Intranet * Proficiency in Point of Sale (POS)   Special Achievements   * Scaled Himalayan Peaks in Tsomorori-17000FT, Thajwas Glacier-11000FT, Thanglangla-17452FT   career24x24icons Personal Details  **Date of Birth:** 23rd August 1985  **Driving License: Indian & UAE**  **Number of Dependents**: 1  **Language Known:** English, Hindi, Kashmiri, Urdu & Tamil  **Marital Status:** Married  **Nationality:** Indian |
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