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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  |
| 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
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| 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
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| core24x24icons Skill Set |
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| Operations Management | Budgetary & Cost Control | Service Delivery |
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| Team Management | Travel Operations  | Client Relationship Management |
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| Customer Service Management | Training & Recruitment | Process Transition & Improvement |
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| career24x24icons Career Timeline |
| **2012-2014**Chalhoub Group), Dubai**2014 - 2017**CNE Pvt. Ltd.**2005 – 2012**Jet Airways” “ParamountAirways”“Go-Air |

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| * 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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