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| abhinas Email · abhinas.383765@2freemail.com  |
| To obtain a position as a team leader or a supervisor in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the company’s goals. |

# Experience

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| 26/02/2017supervisor, peach retail gourmet llc, UAEPublishing daily reports and sending it to the management.Publishing monthly report and sending to management.Coordinating with the Area Manager to have proper staffing in each day.Dividing daily sales target in each colleague.Delegating day to day task in each individuals.Handling 3 outlets in Abu Dhabi.Finding contractors for our internal maintenance work.Negotiating price with them.Handling cash sales for all stores and depositing in company’s Bank Account.Getting the Mall permits of all the outlets.Inventory checking for all outlets.Ordering requirements to the respective suppliers.Always staying back for pending work like.Staying back with contractors for overnight work to get it done properly. |
| 01/03/2016 – 23/01/017Purchasing officer, Fancy home arena general trading, UaeFinding the suppliers and sub-contractors for our clients.Sending emails and used to talk with the suppliers to get the right quote.Used to do the site visit to get the proper idea of the Client’s requirement.I used to be present during the delivery of items.Collecting payments for the company in terms of cash or chaqueUsed create quotation based on our profit margin.Worked on number of projects for the company.24/01/2014 – 23/01/016Sales associates, sun and sand sports llc., uaeWorked on daily targets and achieved it.Handled Adidas brand and later used to take care of Mixed Footwear brands like Adidas, Vans, Fitflop etc.Monitoring the fast moving items and non-moving items from my section.Placing the orders with the help of Store Supervisor or Manager.Handled customers and giving them the right requirements.Followed 99% of SOP of the company to cross sailing, up sailing, add on sailing using company standards.Also worked independent Admin during the vacation of my Shop Admin.I was dealing directly to the Head of Operations, HR, PRO, Finance, Bank Deposits etc. for day to day work of the store.01/05/2010– 30/06/2013Branch manager, aparupa capital management LTD. indiaWorked with number of money collecting agents in my home town.Giving customers maturity after the tenure is over.Used conduct meetings on company’s behalf to boost the agents.Used to guide the customers where to invest their money.Visited number of villages to have meeting with them either 1-1 or in mass.Showing the report to the Finance Head of the company.Checked on every maturity to have enough fund to pay off.Motivated the Aparupa’s members to create more customers for the Company also helped new Branch Managers and office staffs for doing the same in different branches.01/05/2007– 30/06/2010senior associates, aon hewitt, indiaWorked on HR related works for the top brands.I was into HM sides of HR outsourced of HR related works of different Companies.It was a pure Backend process.Worked on accounts of different participant for their medical related issues.Credit or debit process.Went into reporting side too, use to generate report of login hours that the each associates have put their time to accomplished the work. Thereafter it used the get billed to client.15/05/2005– 30/04/2007senior associates, HERO tsc, indiaWorked on one of the US inbound process.Use to deal with customers inbound calls, guiding and giving them the right resolution on every question.Guiding new customers to do Number Porting their existing phone suppliers.Helping them to create new number online.Guiding them to understand the bills.Also used to handle email queries of customers.Transferring their calls to the right departments for any technical issues with the VOIP device.Escalating their concern for the wrong billed amount.Always tried to give them the best service over the calls. |
| 17/12/2002– 30/04/2005TEAM leader, ucb (uNITED cOLORS oF bENEttone), indiaMerchandising the outlet.Cashiering at the counter area.Handling customers, team members, guiding them training them about the products.Used brief the team mates about the new arrivals. |

# Skills

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| * Coordinating with the team, target oriented, handling pressure at any cost.
* Creative idea which is beneficial for the company’s growth.
 | * Can do attitude.
* Can work with the team members

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# Activities

I am working with 100% responsibilities, I believe position comes with responsibilities. Hence always taking ownership for any kind of work and also let know other team members to follow the same for different work. I have worked 39 hours when Yas Mall had 24 hours of operation in 2017’s EIDs time. Here everyone was influenced by my potential and dedication towards work, so my team members also started following the same and they have done 24 hours of shift this year.

#  Education

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| 1998Higher secondary, pushparani roy memorial School, indiaStream – ScienceParticipated in Debates, music competition.**COMPUTER skills**Windows OfficePOS Email |
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# Personal information

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| * D.O.B. - 18th Oct 1979
* Citizenship - Indian
 | * Married
* Languages – Urdu, English, Bengali & Nepali
* Interest – Indian Music
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