**Curriculum - Vitae**

**Mr. BIKRAM Email:-** [**bikram.23776@2freemail.com**](mailto:bikram.23776@2freemail.com)

**Objective:-**

**Continuous growth and advancement in professional career**

**through hard and diligent work, knowledge and skill enrichments with the attitude for high commitment and applications of both the required and acquired learning right prospective.**

**Working Experience:-**

* **Working with THE CHEESE CAKE FACTORY Restaurant at MOE**

**& JBR DUBAI.**

**Working period: 24th JANUARY 2016 to till date.**

**Position:- Prep Kitchen**

* **Starting shift with checking 86’,Kill list items in the list.**
* **Fallow up the low call from the line.**
* **Manage the station and jump for help to other if required.**
* **Check the quality of the product like Sauces, Dressing etc. and immediate inform the CDP or Kitchen Manger if it is not as per standard.**
* **Handling the oven items.**
* **Responsible for checking for expiry items everyday.**
* **Responsible to fill the Cooling log after prepare the sauces soup to keep safe from contamination.**
* **Responsible to keep the area clean and tidy always.**

**. Worked as a sales executives for (NOKIA & MICROSOFT) Mobile at Siliguri Cell Tek, Siliguri**

**Working period: 1st JULY 2012 to 30th NOV 2015.**

* **Serving customers at the sales counter.**
* **Offering face to face advice to customers on the stores products.**
* **Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.**
* **Processing returns and refunds as required in line with company procedures.**
* **Occasionally being responsible for the stores security including being its key holder.**
* **Using the stock management system to log, check, locate and move stock both in and out of the store.**
* **Responsible for the daily management of the till in the absence of the senior members**
* **Ensuring that all areas are clean and adhere to the company’s clear floor policy and Health and Safety requirements**
* **Making sure that any item which is removed from a display column is replaced immediately after a sale.**
* **Handling customer complaints in a calm manner.**
* **Managing cash and payment systems in accordance with company procedures and policies.**
* **Worked as a sales executives for LAVA Mobile at Siliguri Cell Tek, Siliguri  
  Working period : 1st January 2011 to 30th June 2012.**
* **Assisted and encouraged customers in selecting and purchasing required products in a retail environment.**
* **Addressed customer’s needs – Advised and helped locate appropriate merchandise.**
* **Described product’s features/benefits and demonstrated usage/operation of products.**
* **Answered/addressed customers’ questions – Provides information concerning specifications, warranties, financing available, maintenance of merchandise and delivery options**
* **Worked as a sales executives for Fly Mobile at Siliguri Cell Tek , Siliguri for Nine months.**

**Working period : 1st May 2010 to 31st December 2011.**

**Job Profile:-**

* **Preparing Daily Sales, Daily Stock Report placing stock Order to the co. and verifying about the availability of products at that time.**
* **Intimating the seniors about any new Competition Handling all customers queries and Complaints.**
* **Worked as a senior Customer Care Executive for Reliance Telecom**

**LTD.**

**(Inbound / Outbound and Dealer Helpline).**

**Working period : 12th July 2007 to 31st March 2010.**

**Job Profile:-**

* **Handling all customer's Queries & complains, intimating the dealers about all day to day Schemes.**
* **Intimating the supervisor about the customer's problems and queries.**
* **Informing the supervisor about the latest developments and submitting them the day to day call details.**
* **Worked as a sales Executive for Three Years at HARSH ENTERPRISES.**

**Working period : 15th March 2005 to 30th June 2007.**

**Education:**

* **B.A PASSED( STREAM ARTS)**

**SURYA SEN MAHAVIDYALAYA**

* **H.S from W.B.H.S.E:-**

**(MARGARATE SISTER NIVIDITA ENG SCHOOL.)**

* **Matriculation from W.B.B.S.E**

**(MARGARATE SISTER NIVIDITA ENG SCHOOL.)**

**Personal Details:-**

* **Date of Birth : 2nd November 1984**
* **Gender : Male**
* **Marital Status : Married**
* **Religion : Hinduism**
* **Nationality : Indian**
* **Language Known : English, Hindi, Nepali,Bihari & Bengali**
* **Hobbies : Playing Football.**
* **V ISA : RESIDENCE VISA**

**Signature**