**DARYLL**

**Email:** [daryll-397672@gulfjobseeker.com](mailto:daryll-397672@gulfjobseeker.com)

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**OUTSTANDING OPERATIONS EXECUTIVE**

***Committed to peak performance, take initiative and organizational profitability***

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**COMPETETIVE ADVANTAGES**

Execution driven leader with expertise in various aspects of operations, including relationship management, planning, procurement, negotiating and promotional branding. Technically proficient with MS Office Suite. Areas of excellence include:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Logistic Management** | **Vendor Management** | **Team Moral** |
|  | **Result Driven** | **Operational Excellence** | **Liasoning** |
|  | **Excellent Communication** | **Organizational Skills** | **Critical Thinking** |

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**EDUCATION**

**B. Com**, Arunachal University of Studies, Arunachal University, 2015

**HSC**, St. Andrews College, Mumbai, 2010

**SSC**,St. Dominic Savio High School, Mumbai, 2007

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**PROFESSIONAL EXPERIENCE**

**BACK OFFICE COORDINATOR November 2017 – February 2020**

* Manage incoming calls/emails from the customers and higher management.
* Exemplified critical thinking and problem-solving skills to by seamlessly helping customers clarifying the problem and offering solutions.
* Shared innovative and adaptive solutions to solve product issues as determined by technician
* Developed strong relationships of confidence and loyalty with customers by regular follow ups to ensure customer satisfaction.
* Recommend potential services to the management by collecting customer information and analyzing customer needs.
* Possess excellent interpersonal, presentation and relationship-building skills and contribute as a team player by training new employees and providing back up for other coordinators
* Build sustainable relationship of trust through open and interactive communication.
* Work with customer service team to recommend strategies to ensure proper customer service is being delivered.

**SENIOR OPERATIONS EXECUTIVE**

**Pure Gold Jewelers and Diamonds (India) Pvt. Ltd.**

**July 2011 – October 2016**

* Successfully negotiated vendor’s contracts, and present for all vendor contract negotiation and contract renewal meetings
* Established relationships and maintained regular contact with vendors to determine how to improve both sides of each vendor relationship
* Responsible for creation, implementation, and execution of marketing concepts, promotions and strategies across both brick and mortar and e-commerce channels including seasonal email campaigns
* Played an integral role in the opening of a new outlet division which included changing the visual displays of our stores, creating new promotional cadences, etc.and make sure it is ready for retailing before opening
* Assisted company accounting department with reconciliation, matching, and other inventory and accounts payable related questions and ensured for timely payments to vendors
* Monitored and forecasted packaging requirement of stores each month
* Negotiated contracts for national services such yearly fire extinguisher renewal for all the stores, weights and measure license, Shop and establishment license and coordinated with Shopping Mall Management for store closing
* Maintained and ordered stationary, office pantry and housekeeping requirements of the premises assuring no over spending
* Responsible for handling and coordinating domestic and international couriers

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**ADDITIONAL QUALIFICATION**

**Catering Management**,Andrew’s College, Mumbai

**Web Designing**, F-Tec Computer Education, Mumbai

**STCW 95,**Marine Training Academy, Mumbai



**PERSONAL DETAILS**

**Date of Birth:** 20th October 1990

**Gender:** Male

**Marital Status:** Single

**Languages Known:** English, Hindi, Marathi

**Hobbies:** Listening to music, Traveling new places, Playing Football

**Daryll**