



LAL KRISHNAN V U

PROFESSIONAL SUMMARY:

To establish a challenging in a Management concern, where Analytical and organizational skills would be needed wherein, I can apply my knowledge and acquire skills and contribute effectively.

WORK EXPERIENCE:

Billing Executive

▪ Our own Cafeteria (December 2021 to January 2022)

Billing and Invoicing:

Prepare and process daily, weekly, and monthly invoices for cafeteria services. Verify and reconcile billing discrepancies and resolve issues promptly.

Transaction Management:

Handle point-of-sale transactions and ensure proper documentation. Monitor and manage cash flow, including handling cash, credit card payments, and digital transactions.

Customer Service:

Address and resolve billing inquiries and complaints from customers. Provide information and assistance related to cafeteria charges and payment methods.

Record Keeping:

Maintain and update billing records, ensuring compliance with company policies and legal requirements.

Generate reports for management to analyze billing trends and discrepancies.

Collaboration:

Work closely with the cafeteria staff to ensure accurate billing for services and products.

Coordinate with the finance department for reconciliations and financial reporting.

CNC Operator

On Time Creators Athani, Thrissur(2017 – 2018)

- Completed CNC Operating basics and maintaining of machine

PERSONAL INFORMATION

Father's Name: Unnikrishnan V K

Mother's Name: Seethalakshmi R

Date of Birth : 13/10/1997

Nationality : Indian

Gender : Male

Marital Status: Single

ADDRESS:

Valiyavalappil(H)

Kumarappanal (PO)

Varavoor - 680585

Thrissur

Kerala

India

LANGUAGE KNOWN

- Malayalam
- English

EDUCATION

- **Diploma in CNC Operating and Programming**

Techsor Institute , Thrissur

SSLC

Customer Consultant Associates

- **Kalyan Silks Thrissur (Feb 2018 - Oct 2021)**
- **Manyavar & Mohey (Jan 2023 – Jan 2024)**

• Customer Service:

Respond to customer inquiries via phone, email, chat, or in person, providing timely and accurate information about products, services, and policies.

Handle customer complaints and resolve issues effectively, ensuring a positive experience. Assist customers with order placement, account management, and troubleshooting.

Consultative Sales:

Identify customer needs and recommend suitable products or services to enhance their experience.

Upsell or cross-sell additional products or services based on customer requirements.

Provide information on promotions, discounts, and special offers.

Management

Build and maintain strong relationships with customers through effective communication and follow-up.

Conduct satisfaction surveys and gather feedback to improve service quality and customer experience.

Maintain accurate customer records and update information as needed.

Product Knowledge:

Stay updated on product/service offerings, company policies, and industry trends to provide informed advice.

Participate in training and development programs to enhance knowledge and skills.

ACCOUNTS & BILLING

- **Oxygen Digital Shop, Thrissur (2021 – 2022)**

Billing and Invoicing:

- Prepare, review, and issue invoices to clients based on contracts and service agreements.
- Ensure all invoices are accurate and comply with company policies and legal requirements.
- Monitor and process billing adjustments, credits, and refunds as necessary.

Accounts Receivable Management:

- Track and manage accounts receivable, ensuring timely collection of payments.
- Reconcile billing records with accounts receivable and resolve any discrepancies.
- Follow up with clients on overdue invoices and manage collection efforts.

Financial Record Keeping:

- Maintain accurate and detailed records of all billing transactions and account activities.
- Prepare and analyze billing reports for management review and financial forecasting.

Passport Details

Passport No: V4098035

Issue of Date : 25/10/2021

Expiry Date: 24/10/2031

Issue of Place: Cochin

RETAIL STORE MANAGER

- **HAP&HOPE (KIDS FASHION STORE)**

Puthanpalli, Malappuram, Kerala

January 2024 - March 2024

OPERATIONS

- Maintained customer satisfaction with quick and professional Handling of product returns.
- Coached employees and trained on methods for handling various Aspects of sales, complicated issues, and difficult customers.
- Presentation of store and advertising display
- Implement business strategies to increase sales
- Maintain and improve company standards
- Prepare staff for job transition and succession
- Manage the execution of product promotions.
- Dealing with customer queries and complaints
- Maximizing Profitability and setting/meeting sales targets, Including motivating staff to do so.
- Preparing promotional materials and displays.
- Determines annual unit and gross-profit plans by implementing Marketing strategies, analyzing trends and results.
- Competition analysis and be updated of market conditions at all time.

INVENTORY

- Monitoring the level of shrinkage, doing PI and taking care of The department backend operations.
- Basic Computer applications in store management and materials control.
- Stock inbound and outbound process on time.

RETAIL SALES MANAGER/AREA SAES MANAGER

HAP&HOPE

Malappuram, KERALA

March 2024 - Still Working

Sales Management:

- Develop and implement sales strategies to achieve revenue targets for the area.
- Monitor and analyze sales performance across all stores and adjust strategies as needed.
- Identify opportunities for sales growth and new market penetration within the region.

Team Leadership and Development:

- Manage and mentor store managers and sales staff to ensure effective team performance.
- Conduct regular performance reviews and provide training to enhance skills and knowledge.
- Foster a positive and motivating work environment to drive employee engagement and retention.

Store Operations:

- Ensure consistent application of company policies, procedures, and standards across all stores.
- Oversee store operations, including inventory management, visual merchandising, and store presentation.
- Conduct regular store visits to ensure compliance with operational guidelines and address any issues.

Customer Service:

- Ensure high levels of customer satisfaction by maintaining excellent customer service standards.
- Address and resolve customer complaints and issues in a timely and professional manner.
- Implement customer feedback mechanisms to continuously improve service quality.

Financial Management:

- Monitor store budgets, expenses, and profitability to ensure financial objectives are met.
- Prepare and review sales reports, financial statements, and other performance metrics.
- Implement cost-control measures and optimize store operations for financial efficiency.

Marketing and Promotions:

- Collaborate with the marketing team to execute promotional activities and local marketing initiatives.
- Organize and oversee in-store events and promotions to drive traffic and sales.
- Analyze market trends and competitor activities to identify opportunities for growth.

Declaration

I hereby declare that the information furnished above are true and correct to my knowledge and belief.

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