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| Rinku Singh  **Customer Service Head & Clinic Manager** | |
| **Areas of Expertise**  Target Achievement  New client Development  Complex negotiations  Relationship building  Employee Retention | **Personal Summary**  A Sales person, entrepreneur and people manager all rolled into one who can push sales to the next level by constantly surprising and delighting the customer. I am a self-motivated professional with an entrepreneurial spirit who can be relied upon to come up with innovative ways to take the business to the next level. I have proven experience of managing team, target-driven sales & of servicing customer professionally and efficiently. |
| **Professional Skills** | Experience |
| Team Handling Counseling Clients | **6th September 2012 - till date Branch manager at Kaya Skin clinic** |
| Quality Control |  |
| Target Achievement  Grievances Handling | * Responsible for overall planning, implementation, evaluation of   Day to day operations. |
| P&L check  Inventory Management | * Responsible for target achievement of Collection, Consumption, products, NPS, Google Review. * Ensuring Positive SSG. * Keep the team motivated and updated with regular training, effective onboarding and on the job training * Maintain a deep understanding of customer needs and monitor their preferences. * Resolve escalated customer issues and customer complaints regarding sales and service * Providing pre-sales and post-sales service support and assistance. * Recruitment of right manpower and ensuring that the Clinic manpower availability is 100% all the time * Evaluating staff wise performance by allocating right goals and target time to time and creating a high performance team * Responsible for managing the ambience, implementation of visual display guidelines * Maintains quality service by establishing and enforcing organization standards. * Prepares reports by collecting, analyzing and summarizing information. * Strict adherence to SOP and the defined processes * Ensuring that all staff grievances are attended time to time and conducting staff engagement activities * Awareness activities conducted at regular intervals. * Inventory and Asset Management |
|  | **13th January 2009 – June 30th 2012 Floor Manger Aircel Limited** |
|  | Responsible for ensuring the daily running of the company’s retail outlet is |
|  | Smooth and it has outstanding operational standards. |
|  | * Multi-site experience of working across a variety of locations. * Team handling * Assist customers in trouble shooting phone and tablet issues * Handling customer’s complaints related to network issue or wrong bill generated. * Marketing activities for brand awareness and achieving targets. |
| **Personal Skills**  Focused | | **Key Skills and Competencies** |
| Forward thinking Passionate Hard working | | * Fully able to take on a high profile role where I can work closely with the companies Head office team * Always having in depth knowledge |
|  | | * Proven track record of achieving sales target. |
| **Contact** | | **Academic Qualification** |
| Rinku Singh  Flat No:404  Siddhi Apartment  Premchand Nagar  Ahemdabad:380015  M:+91 7043042636  [Email:rinkusingh7367@gmail.com](mailto:rinkusingh7367@gmail.com)  Nationality: Indian | | * MBA from Management Education and Research Institute, with Specialization in Marketing & Human Resource. Year 2009 * Graduation passed in the year 2005 from Municipal College, Sambalpur University. |
|  | | **References**  [Available upon request.] |