Tasneem Khambhaty

TK

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**PROFESSIONAL**

**SUMMARY**

Organized and dedicated Professional with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision making skills to manage multiple, concurrent tasks. Self-motivated work ethic with ability to perform effectively in independent or team environments.

**SKILLS**

Relationship building and management

Staff training and development Team leadership and coaching Customer-oriented

Accurate money handling

Goals and performance Detail-oriented

Sale expertise

Excellent customer service skills Staff management

**WORK HISTORY**

**STORE MANAGER**

**Welspun Retail Ltd | Mumbai, MH**

*02/2008 to 03/2011*

Ensure the store constantly maintains the highest level of customer service and satisfaction and strive to improve store customer service results to grow the gap from competitor.

Store visit reports results and improvement and action plan.

Trained team members in successful strategies to meet operational and sales targets.

Supported professional development of team members and supervisors at all levels to place knowledgeable candidates in leadership roles.

Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.

Managed all aspects of store operations, including organization, maintenance and purchasing functions.

Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.

Walked around facility frequently to check activities. Prepared materials for following shift.

Completed routine store inventories.

**SENIOR STORE MANAGER**

**Rpg Cellucom India Private Limited | Mumbai, MH**

*09/2007 to 01/2008*

Met customer needs by looking up stock numbers and prices for various parts, identifying correct items and placing timely orders.

Achieved exceptional reputation for quality parts and service by proactively identifying defects and returning rejected items to suppliers.

Handled all customer service issues quickly to maintain high satisfaction

levels.

Managed quality assurance program including on site evaluations, internal audits and customer surveys.

Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.

**HUMAN RESOURCES EXECUTIVE**

**Rpg Cellucom India Private Limited | Mumbai, MH**

*12/2006 to 08/2007*

Set, enforced and explained HR policies to team members to cultivate compliant and satisfied workforce.

Monitored and handled all employee claims, including performance-based and harassment incidents.

Structured compensation and benefits according to market conditions and budget demands.

Developed succession plans and promotion paths for all staff. Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards.

Implemented training programs for new and existing employees. Collaborated with department managers to assess needs.

Communicated with potential hires to provide clarity on expected tasks, compensation and policies.

Maintained work structure by updating job requirements and job descriptions for all positions.

Conducted annual salary surveys and developed, analyzed and updated company salary budget.

Completed human resource operational requirements by scheduling and assigning employees.

**STORE MANAGER**

**Reliance Infocomm | Mumbai, Maharashtra**

*04/2003 to 11/2006*

Engaged and interacted with customers to create positive shopping experiences and drive revenue growth.



Oversaw receiving and display of incoming products, meeting planned promotions and seasonal rotation for sales events.

Scheduled and led weekly store meetings for all employees to discuss sales promotions and new inventory while providing platform for all to voice concerns.

Rotated merchandise and displays to feature new products and promotions.

Delivered positive results by controlling monthly operations budget and limiting financial discrepancies.

Created work schedules according to sales volume and number of employees.

Managed, hired and developed top talent to strengthen workflow and productivity.

Cooperated with staff and clients to achieve customer service goals and surpass team objectives.

Hired, trained and evaluated personnel in sales and marketing. Managed all aspects of store operations, including organization, maintenance and purchasing functions.

Protected store from loss or theft by setting and enforcing clear security policies.

Completed all point of sale opening and closing procedures, including counting contents of cash register.

**EDUCATION**

**Bachelor of Commerce**

**University of Mumbai Fort Campus, Mumbai, MH**



**Diploma in IATA**

**IITC Bandra, Mumbai, MH**

**ECED**

**Tree House Education & Accessories LTD., Virar, MH**

**ADDITIONAL INFORMATION**

Gender - Female Marital Status - Married

Language Known - English , Hindi , Marathi , Gujarati & Urdu.

My Best Line " Smile is curve line which makes everything straight" Hobbies - Love to cook , Read Books & Listening to Music.