**FIROZ ANSARI**



JKS COLLEGE ROAD, AZAD NAGAR, MANGO

JAMSHEDPUR – 832110 (JHARKHAND)

MOB - +91 – 8851331156

E- mail/ Skype – firoz.ansari80976@gmail.com

**OBJECTIVE:**

Experienced Store manager with depth in recruiting training mentoring coaching and developing staff in large consumer-focused store operations. Strong budgeting sales forecasting and merchandising background coupled with an exceptional sense of customer service and in-depth knowledge of cash / inventory management. Broad skills in educating personnel to achieve exceptional levels of customer service building teams and ensuring the achievement of corporate goals.

**SUMMARY OF QUALIFICATIONS:**

|  |  |
| --- | --- |
| * Merchandising * Budgeting * Training / development * Cost control * Advertising & marketing | * Recruiting / hiring * Customer service * Sales forecasting * Inventory management * Scheduling |

**WORK EXPERIENCE:**

**Vodafone, India (21/02/2011 to 25/11/2016)**

**STORE MANAGER**

* Direct sales floor activities ensuring excellence in customer service and resolving store level problems.
* Establish sales goals manage budgets devise sales forecasts consistently maximizing sales and profits.
* Oversee personnel management interviewing hiring training mentoring/coaching and evaluating.
* Manage merchandise selection window displays and stocking working directly with vendors.
* Work with corporate management developing local marketing and advertising strategies.
* Applied strategies that improved shrink percentage for five years.
* Key contact with suppliers / vendors securing key business agreements.
* Maintained price accuracy of goods and ensured adequate stock levels.
* Led Service Desk team in handling returns exchanges and complaints.
* Implemented new recruiting strategies to attract exceptional sales personnel.

**CERTIFICATINS:**

* Diploma in Autocad 2D & 3D from Software Technology Group in 2013.

**EDUCATION:**

**Ranchi University Bachelor in Business Administration 2011**

**Jharkhand Academic Council I.SC 2007 CBSE 10th 2005**

**SKILLS:**

**Languages** **MS Office**

English - Professional Excel, Word, PowerPoint - Professional Hindi - Native

**Internet Proficiency** - Professional

**MAJOR ACHIEVEMENTS:**   
• Hired, trained and coordinated a staff of 72 sales people successfully for 6 years.  
• Promoted to Store Manager shortly after joining work owing to excellence in Store Supervisor Provision.

**INTERESTS:**

* Playing Cricket.
* Listening music.

**PASSPORT DETAILS:**

*Passport No : N7956669*

*Date of Issue : 13/04/2016*

*Date of expire : 12/04/2026*

*Place of Issue : Ranchi*

**DECLARATION**

I do hereby declare that all the statements as mentioned above are true and correct to the best of my knowledge and belief. I bear the responsibility for the correctness of the above mentioned particulars.

**DATE:**

**PLACE:**

**FIROZ ANSARI**