

Mr Jagjit Singh Jutla

Flat Number 7 Port Side Area Building Name: Ahmed Bingaith Dubai

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Website: www.linkedin.com/in/jagjitjutla



-Retail Manager-

Client Relationship Management * Brand Management * Direct Sales & Marketing * Sales Management

Professional Summary

- Results-focused and business-savvy professional seeking new opportunity to advance skills within an organisation that values strong attention to detail, adaptable interpersonal skills and sound problem solving. Demonstrated skills complemented by career background in retail sales, business services and client relationship management

Critical Information

- Notice Period: Can start immediately
- Availability: Ready and committed to work any shift including weekends
- Salary Expectation: Based on award

Related Qualifications

- | | | |
|------------------------------------------------|-----------------------------------------------|------|
| Master of Professional Accounting | Swinburne University of Technology, Australia | 2015 |
| Bachelor of Business (Hospitality and Tourism) | Carrick Institute of Education, Australia | 2011 |
| Advanced Diploma of Hospitality Management | Carrick Institute of Education, Australia | 2010 |
| Bachelor of Science (Non-Medical) | Government College Hoshiarpur, India | 2007 |

Professional Development Training

- | | | |
|-------------------------------------|----------------------------------------|------|
| Team Supervision & Mentoring | 7-Eleven Super Store Pty Ltd Australia | 2012 |
| Sales Reporting & Tracking | 7-Eleven Super Store Pty Ltd Australia | 2012 |
| Cash Register Operation & Balancing | 7-Eleven Super Store Pty Ltd Australia | 2008 |
| Inventory Management & Stocktaking | 7-Eleven Super Store Pty Ltd Australia | 2012 |
| Best Practice Customer Service | 7-Eleven Super Store Pty Ltd Australia | 2008 |
| Dealing with Aggressive Customers | 7-Eleven Super Store Pty Ltd Australia | 2009 |
| Up-selling and On-Selling | 7-Eleven Super Store Pty Ltd Australia | 2009 |
| Managing Daily Financial Procedures | 7-Eleven Super Store Pty Ltd Australia | 2008 |

Career Snapshot

- | | | |
|-------------------------------------------|-------------------------------------------|-----------------------|
| P/T Retail Associates / Sales Team Member | 7-Eleven Super Store Pty Ltd Epping North | Feb 2014 – May 2016 |
| F/T Retail Manager / Customer Service | 7-Eleven Super Store Pty Ltd Epping North | Dec 2011 – Feb 2014 |
| Console Operator | 7-Eleven Super Store Pty Ltd Epping | April 2008 – Dec 2011 |

Computer Skills

- MS Office: Excel, Word, Outlook, Explorer, Power Point, Publisher
- Operating Systems: Win NT/00/XP

Business Strengths

- Well developed corporate English communication skills- written and verbal
- Good database management skills including alphanumeric data entry skills 35+ wpm
- Sound analysis skills to retrieve and research appropriate data; Lateral thinking
- Solid marketing and business development / sales skills and experience
- Strong numerical and mathematical skills; enjoy numbers crunching
- Effective in working with KPIs and Quality Assurance (QA) standards / service agreements- including legislation
- Proactive team player; Provide drive and energy to team
- Strong problem solver- can negotiate, influence and recommend sound decision-making

Career History & Evidence of Transferable Skills

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P/T Retail Associate/ Sales Team Member, 7-Eleven Epping North

Feb 2014– May 2016

7-Eleven Epping North is more than a convenience store; we're Australia's largest retailer offering fuel and services to a diverse range of customers. We are located on the 705 High Street Epping Melbourne Australia. We offer you more of the products and brands you love, at prices you'll love too. www.7eleven.com.au

- Use high attention to detail performing accounting / finance related tasks: cash handling, processing transactions, EFTPOS, inventory management, stock-taking, writing off damaged or stolen goods, asset maintenance
- Apply developed understanding of company's product and service range to assist efficiently assist customers with issues and enquiries, providing a memorable hopping experience.
- Actively participate in team meetings and putting forward suggestions and ideas to contribute to discussions / solutions
- Take ownership of responsibilities during shifts and ensure tasks are completed within deadlines and quality standards.

F/T Retail Manager / Customer Service, 7-Eleven Epping North

Dec 2011 – Feb 2014

7-Eleven is more than convenience store, operates and specialise in offering petrol station and services to a diverse range of customers. We are located on 705 High Street Epping Melbourne Australia. www.7eleven.com.au

- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability.
- Ensure high levels of customer's satisfaction through excellent service as well as monitoring the financial performance of the store.
- Complete store administration, ensure compliance with policies and procedures as well as with health and safety legislation.
- Maintain outstanding store condition and visual merchandising standards.
- Recruiting, training, supervising and appraising staff, managing budgets, maintaining statistical and financial records.
- Propose innovative ideas to increase market share.
- Deal with all issues that arise from staff or customers (complaints, grievances etc.)
- Be a shining example of well behaviour and high performance.
- Preparing promotional materials and displays, overseeing pricing and stock control.

Casual Console Operator, 7-Eleven Epping

April 2008 – Dec 2011

Whilst studying at university and TAFE, I supported myself by working nights, weekends and public holidays in this company. The experience also provided me excellent exposure to dealing directly with different types of customers from private to corporate people. We are located on Child's Road Epping Melbourne Australia. www.7eleven.com.au

- Act as a frontline officer managing sales and operations within retail environment.
- Manage inbound telephone calls by customers servicing their complaints and enquiries within a timely manner.
- Participate in inventory management and stock control.
- Perform administrative tasks: record stock movement, broken and damaged stock, incident reporting, and product returns.
- Process transactions using cash register and EFTPOS.