Rohit Dhar

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I wish to contribute my best effort towards performance of professional duties with excellence and integrity, with the application of function of knowledge & experiences, by accepting new challenges and exploring the work areas in the field of retail industry.

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| EMPLOYMENT HISTORY |

**March 2021 to Till Date –StoreManager -(LIBERTY SHOES LTD)**

**Customer Service**

Customer relations management.

Resolving customer complaints.

Track customer deliveries as per the committed schedules.

**Back Office Management**

GRN to be done of all received documents

Main Checklist, SOP (Standard Operating Procedures) Audit report to be Mailed to head office.

Availability and scanning status of the products.

Closing report like DSR mailed to concerned authority.

Taking stock count by the end of every month..

**Floor management**

Defective returning report.

Ensure the Availability of products

Encouragement to staff for enhancing sale and Average value

Maintaining the staff roster.

To give the information & training about the new products to the staff

**Nov 2019 toFeb 2021-Asst.Store Manager-(TREND ZONE)**

**March 2018 to31 Oct 2019-Fashion Consultant –(BESTSELLER RETAIL LTD)**

* Be the first point of contact for the store customers, providing a friendly environment to make customers feel welcome
* Help customers make selections by building customer confidence; offering suggestions and opinions
* Keep clientele informed by notifying them of preferred customer sales and future merchandise of potential interest; showcase and market new merchandise to improve store salesEnsuring high levels of customers satisfaction through excellent service

**Aug 2017 toJan 2018-Jammu-Relationship Manager in Bancassurance (STAR HEALTH & ALLIED INSURANCE)**

* Establishes, maintains and grows relationships with bank partner
* Establishes, maintains and grows relationships with prospective and existing clientele
* Performs customer service and business conservation activities

Handles activity reporting, planning and administration

**April 2016 to June 2017-Jammu - Relationship officer in Mortgage lap (AXIS BANK)**

* Work with new loan buyers, understand their needs and suggest suitable loan type offered by the bank
* Carry out in-depth initial assessment of customer financials to ascertain likelihood of loan approval, explain bank’s policies and procedures to the customers
* Work with Loan approval team for asset assessment and verification of required documentation (e.g. proof of property against which loan is to be taken, any on-going loans, etc.)
* Engage with customers on day to day basis and build a trustworthy relation so as to ensure that the customer feels comfortable in sharing required financial information and any gaps identified can be filled and potential risks avoided
* Work with Marketing team in identifying potential new customers as well as evaluation officers in the area assigned
* Adhere to the banks policies and procedures and ensure customer data protection
* In my tenure so far I have put through Rs.2 Crore worth of loan requests and successfully achieved set monthly target of Rs.35 lac

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| EDUCATION AND PROFESSIONAL QUALIFICATIONS |

* BSc IT - NIIT, Jammu
* Diploma in Hardware and Networking – NIIT, Jammu
* 12th Std - J&K State board of Education
* 10th Std - CBSE

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| ADDITIONAL INFORMATION |

* Nationality : Indian
* Sex : Male
* Marital Status : Married
* Date of Birth : 19-04-1991
* Languages Known : Hindi & English

Declaration:

I hereby declare that the above information is totally authentic to the best of my knowledge.

Date:

Place: Jammu