

Resume

Malik Kumar

Date of Birth: 10th October, 1998

E-mail ID: Malik.kumar1010@gmail.com

Mobile No.: +919709311826/7260988790

Permanent Residential Address: AT- Pharpur, PO- Sakra Paharpur, PS- Simri Bakhtiarpur Disst - Saharsa, Bihar.

Professional Profile

- A dynamic Graduate professional with 3.0 Years of rich experience in Sales, Operations & Customer service with Bazar India(MAYASHEEL RETAIL LLP).
- Working as a **Associate** from January, 2016 to Till september 2016.
- **Along with Floor manager profile completing assigned by current organization.**
- A dedicated and results-driven senior manager with a highly successful background in the achievement of profitable business growth through the creation and execution of successful sales and customer service strategies.
- primary focus on exceeding expectations for customer service delivery while ensuring optimum brand impact.
- Possesses excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationships.
- Enjoys being part of, as well as managing, motivating and training, a successful and productive team, and thrives in highly pressurised and challenging working environments.

Core Competencies

Operations, Sales & Customer Service

- To enhance the sales & customer service standards in the store and improve the business operations.
- Managing the Store as per the expectation of the company.
- Sustaining & effectively managing the supply chain, ensuring timely and cost effective delivery of products.
- Responsible for demand forecasting & ensuring optimum inventory levels to meet the market requirements.

Team Management

- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
- Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst Team members.

People Training And Development

- Take a role as a Trainee to train the staff in various Module Like **MISSION HAPPINESS** a New Module Launch and implemented at Central Store Prepare Daily MH Huddle n Feedback , weekly Huddle Report and make Aware The Staff , Trained the staff how to handle customer issue.
- Product Training, How to handle Tag weep, Tagging Standard, MPM and Display Standard, PPM Training, .How to Control Shrinkage of the Dept

Organizational Experience

Industry: Retail, Sales & Customer Service

Working With: Bazar India (MAYASHEEL RETAIL LLP)

Nature of Work: Sales & Customer Service, Team Handling, SOP Adherence.

Designation: Associate

Job Location: SAHARSA

Team Size: Handling 12 Manpower including (security & housekeeping)

Currently Working: V MART RETAIL LIMITED

Designation: Floor Manager

Job Profile

- Maintaining Weekly, Monthly reports related to Sales, Stock position, Staffing, Best sellers – Slow sellers etc. and provide to the concerned on timely basis.
- To ensure to increase KPI's in Store i.e. Ticket Size, Basket Size, GOLW & Conversion in Store.
- To ensure the proper replenishment, colour & size blocking in the Store.
- To ensure that the Store is neat & the Signage's / posters, layout plans etc as per standards.
- Daily Team briefing for the target and achievement & maintain Standards in Store.
- To ensure SOP adherence as per company norms – Store and retail SOP at over 90%
- To ensure smooth functioning of Loss & Prevention team to control the shrinkage & maintain to matchup the company norms.
- To ensure that Warehouse to get stock status & to get on time.
- Making schedule of the team & make them aware with daily target, stock availability, section planning etc.
- To ensure that the team is disciplined and presentable & guide them in achieving daily targets.
- Encouraging the highest possible standards of customer service from the team and maintaining the smooth day-to-day operation of the stores.
- Handling customer feedbacks related to merchandise & Services to ensure provide **WOW** shopping experience.

Job Experience

- Working As Sales & Customer Service, (Apparel and Non Apparel) in Bazar India(MAYASHEEL RETAIL LLP) from Jan 2016 to Till Sep 2016 at Saharsa, (Bihar)

Professional Qualification

- Have done Graduation From University of B.N Mandel madhupura (Bihar)
- Computer D.I.T in one year from Saharsa,.

Key Skills

- Proficient with using MS-word, MS-excel, Power point, INTERNET.
- Having a Fair Knowledge of SAP.
- Result oriented record of streamlining the working SOPs for enhanced operational effectiveness
- Strong analytical, problem solving & organizational abilities.