

# FIROZ ANSARI

JKS COLLEGE ROAD, AZAD NAGAR,  
MANGO  
JAMSHEDPUR - 832110 (JHARKHAND)  
MOB - +91 - 8851331156



## 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.

## CERTIFICATES:

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

## EDUCATION:

**Ranchi University**

**2011**

**Bachelor in Business Administration**

**SKILLS:**

**Languages**

English - Professional  
Professional Hindi - Native

**MS Office**

Excel, Word, PowerPoint -

**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**