

Varun Khanor

Senior Manager Retail Operations, Hero FinCorp

An ambitious, creative and highly motivated individual having 12 Yrs of experience in Non-Banking Finance, QSR, CDIT, Apparel, Footwear & Luxury retail, having passion for the service industry and an uncompromising commitment to quality and outstanding customer experience. Having a proven track record of improving team performance on customer service metrics and SLA delivery. Also an oracle at maximizing retail & restaurant sales by providing an enjoyable shopping-dining experience for customers, and a comprehensive management, planning and support service to all retail staff. Able to create a unique experience for customers by giving them easy access and guidance to all store department from beginning to end.

I am currently looking for a senior managerial position and a career advancement opportunity with a company that will not only challenge me professionally but will also allow me to develop my knowledge & potential still further.

Experience

Personal Info

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Date of birth

October 06, 1976

LinkedIn linkedin.com/in/varun- khanor-77428ab3

Skills

Google Studio Power BI Tableau

JIRA

Salesforce CRM Genesys

MS Office Alteryx Statistics for DA HR Analytics Agile Scrum

May 2015 - **Senior Manager**

present *Operations & Customer Service, Hero FinCorp, New Delhi*

Responsible for developing & ensuring implementation of Customer Service strategy covering all Contact Centre (Inbound, Outbound) and Online Collection processes. Also accountable for integrating the People, Process and Technology for business enhancement.

- Designing CX Strategy & Complaint Analysis Framework, Driving and setting up all three processes - Customer Service / Alternate Collections / Cross sales.

- Developing and monitoring budgets, in line with current needs and planned activities.

- Responsible for institutionalizing mechanisms to resolve customer dispute & setup policies for grievance redressal.

- Evaluating the adequacy & effectiveness of applicable policies, procedures, processes & internal controls related to grievance handling.

- Analyzing complaints received from RBI for problem type & complexity, categorize for level of needed investigation & coordination with the business to resolve.

- Ensuring development of and reviewing Standard Operating Procedures (SOP) and work instructions governing functional activities as needed.

- Developing a focus on Customer Satisfaction and Customer Centricity via Quality Assurance mechanism & Customer Surveys.

- Ensuring optimal Customer Service Team staffing. Also ensuring optimal training of Customer Service employees in collaboration with various internal functions.

- Ensuring agents follow predetermined parameters and adhere to acceptable quality norms through monitoring and evaluation.

- Recording feedback and letting the Customer Service Expert know about his/hers areas of developments. Coach and counsel agents to modify their performance/behavior to facilitate a high level of customer service.

- Active contribution to make the process better, faster and quicker, implement or refine agent training and coaching initiatives to bridge skills gaps, correct broken internal processes, improve workforce, scheduling or perhaps alert other areas of organization that are having an impact.

- Working on various customer services projects in conjunction with cross- functional team

- Maintain & Report team & individual performance and statistics through daily, weekly & monthly reports.

Languages

English
Hindi
Jan 2014 - Jan 2015
Dec 2012 - Jan 2014

- Working with the Operations Manager, Operations Supervisor, Business Strategy Team and HR, to provide floor support / coaching to meet deliverables i.e. quality, customer satisfaction and performance objectives.
- Aid agents with the day-to-day work management (Through daily monitoring, handling escalations / repeats etc.)
- Ensuring that all resources are available for teams to manage their works.

Store Manager

TATA Croma, Infiniti Retail Pvt. Ltd.
Connaught Place, New Delhi

Responsible for managing the day-to-day operation of the store, as well as setting customer service standards, and launching initiatives to hit sales targets. As well as developing and motivating a team, whilst ensuring everyone adheres to company policies and procedures.

- Driving operational, visual and customer service standards in store.
- Monitoring and reviewing store performance on a regular daily, weekly and monthly basis.
- Maintaining accurate statistical & financial records.
- Implementing store compliance, health and safety procedures.
- Maximizing sales through effective merchandising and marketing.
- Deciding on store layouts.
- Recognizing and rewarding good staff performance.

- Monitoring product availability levels throughout the day and replenish stocks to ensure 100% availability.
- Developing business links within the local community.
- Working with various brand vendors to manage displays within the store.
- Recruiting the right people with the right behaviors in to the right jobs and ensuring they are given access to the right training.
- Actively monitoring competitor activity& local trading patterns.
- Managing the store profit & loss account within budget.
- Getting feedback and capturing data from customers.

Assistant Store Manager

Reliance Brands Pvt. Ltd. (Kenneth Cole & Steve Madden), Chd & Ggn

Leading & motivating colleagues in everything from stock replenishment, customer service right through to setting up displays and driving sales. Deputizing in the absence of store manager, and doing everything possible to drive the business forward.

- Leading, driving, energizing and motivating teams to do better.
- Planning and delivering initiatives for market growth through Home Shopping.
- Merchandise Planning and Product Presentation.
- Proposing and implementing promotions and special offers.
- Maintaining PR at store Level & organizing local community events for Brand.
- Mentoring new employees & staff at SIS counters.
- Controlling and maintaining the budgets and expenditure.
- Implementing and managing the shops security and anti-theft policies.
- Ensuring the store operates efficiently and effectively in all operational areas such as shrinkage, stock control, admin and presentation.

Jun 2009 -
Dec 2012

**Restaurant
General Manager**

*YUM! Restaurants
India Pvt. Ltd. (KFC),
Hyd, Del, Ddun, Mum,
Ahmd*

- Cost & Overhead Reductions
- Inventory Planning & Control
- Efficiency Improvement
- Labor Relations & Efficiency
- Restaurant Infrastructure & Operations Budgeting
- Supplier/Vendor Management
- Workforce Scheduling & Time Management
- Customer Service Skills Training
- Responsible for KFC’s training pertaining to different departments.
- Conducting orientation sessions and arranging on-the-job training sessions for new employees.
- Helping Shift Managers improve their interpersonal skills in order to deal effectively in the restaurant and role.
- Setting up individualized training plans to strengthen each employee's existing skills or developing new ones.
- Involved in Campus recruitment for Management Training Program) and Operational Training Program.
- Actively involved in the Launch & Training Of Krusher in KFC,Indian Subcontinent.
- Ensured adherence to YUM! Restaurants International; KFC Standards of service - Contributed to periodic successful Brand Standard Audits
- Execution of Branded Service and Feedback process.

- Conducted yearly performance appraisal and feedback sessions with Team Members.
- Prepared of financial reports and regularly published results with the team.

Education

Jun 2006 -
Apr 2010

**Banarsidas Chandiwalla Institute of Hotel management & Catering Technology,
Guru Gobind Singh Indraprastha University, Delhi**

Bachelor of Hotel Management & Catering Technology

Certificates

Certified Internal Auditor for ISO 9001:2015
Certified Restaurant Operations & Management Modules Trainer
Train the Trainer Certification Taking People with You Managing Self
Managing Others High Impact Coaching

Interests

Microblogging Playing Djembe Drum

**KEY COMPETENCIES
AND SKILLS**

Retail

- Quickly responding to customer complaints, requests and comments.
- Brand Integrity and market awareness.
- Developing customer service procedures, policies & standards.
- Driving operational, visual and customer service standards in store.
- Commercial & Business awareness.
- Comprehensive knowledge of all relevant legal, health and safety issues.
- Ability to organize & prioritize workload within a retail setting.
- Effectively maintaining stock levels and ensuring the quality of supplies.
- Always putting the customer first.

Managerial

- Analyzing and researching trends within the retail sector.
- Personally ambitious and achievement focused.
- Putting customers at the heart of all decisions.
- Managing stressful situations.
- Able to tactfully deal with difficult customers.
- Enforcing strict rules and regulations in the workplace.
- Clearly communicating corporate information to staff.
- Strong organizational capabilities.
- Selecting, building relationships with and managing suppliers.
- Implementing pricing strategies.

Personal

- Possessing a professional, focused and understanding attitude towards customers.

- Committed to continuing education and training.
- Ability to respond quickly to emergencies.
- Able to work closely with other professionals as part of a team.
- Strong influencing and communication skills.
- Ability to pick up new skills and knowledge quickly.
- Having a flexible attitude and positive approach.
- Ability to concentrate for long periods.
- Responsible attitude & willing to undertake additional professional responsibilities at local, regional or national levels.
- Willing to work evenings, early morning and weekends.