**CURRICULUM VITAE**

**SHAHID ALI RAZA**

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**OBJECTIVE**

**To contribute the organizational goal with my best possible efforts for my personal development and growth to prove myself as an asset to the organization.**

**CURRENT ACHIEVEMENTS**

**NOKIA**

* Won Bangkok trip by qualifying highest rank in my category.(Dec-2011)
* Won Malaysia trip by achieving 100% target. (Oct - Nov 2010)
* Won business series phone and awarded for bestperformer for the year 2008-2009 inUttaranchal.

**SAMSUNG**

* Achieved Bangkok trip in the year 2010 for qualifying the scheme.
* Awarded for highest and best seller of SAMSUNG for the year 2009-2010 in Uttaranchal.

**WORK EXPERIENCE**

* **Organization :** ESSAR Telecom Retail Ltd. (THE MOBILE STORE LTD.)

**Designation : Area Operation Manager**

**Period : Since April 2014 to Jan16**

**Responsibilities**

**: Handling entire operations of 4 stores & 7 franchisee of Uttranchal and UPW (6,000sq ft of retail space and a turnover of around Rs.18 Crs. (approx.) per annum.**

**:Appointing new channel partners for franchisee.**

**:Managing a team of 35 members which includes Store Managers, Duty Managers, Sales Associates, DC incharge & Brand Promoters.**

**:Planning of sales & marketing (ATL & BTL) activities for entire region & execution of the same.**

**:Managing inventory in terms of stock reconciliation, clearance of damaged or outdated models, right dispatches, stock corrections, etc.**

**:Display, Inventory, Promotions scheme Planning.**

**:Ensure proper supply of stocks from DC to stores.**

**:Review and analyzing stock and sales trend of all stores.**

**:Ensuring smooth financial operations in coordination with Ops./Finance team.**

**:Planning and restructuring manpower within the stores for achieving cost efficiency.**

**:Ensuring 100% adherence of SOP.**

**Organization :** ESSAR Telecom Retail Ltd. (THE MOBILE STORE LTD.)

**Designation :** Senior Store Manager

**Period :** Since October 2008 to Mar2014.

**Responsibilities :** Team Management

Store sales with monthly achievement

Distribution of targets

Maintenance and supervision of store

Data maintenance

Sales coordination with different BRANDS

Handling VDC (warehouse)

Training and motivating staff.

Ensuring proper inventory.

Managing Store Expense

* **Organization** : VODAFONE ESSAR SOUTH Ltd.

**Designation :** Zonal Service In charge

**Period** : Feb 2008 to Oct 2008

**Responsibilities** : Planning for the promotional activities for the growth of business Maintaining auditee response and successfully handling team of 64 Cust.Care Executive.

Fulfilling all requirement of mini stores in co-ordination with Zonal office

* **Organization** :VODAFONE STORE

**Designation :** Asst. Supervisor

**Period :**July 2007 to Oct 2008

**Responsibilities** :Handling team of 6 CCE's in store.

:Handling Customer queries.

Maintaining records of daily walk-ins and sales.

Working on software's like EPOS (Electronic point of sale) & CRM.

Maintaining the Daily Cash Reconciliation of shop.

Handling team of 6 CCE's in store.

* **Organization :**Hutchison Essar(HUTCH SHOP)

**Designation :**Sr.Customer Care Executive

**Period :**Sep 2006 to July 2007

**Responsibilities**  Handling the customer Queries.

Maintaining daily record for walk-ins and sales.

Working on software's like EPOS (Electronic point of sale) & CRM.

Handling walk-in and corporate collection.

Maintenance of all collection records in corporation with Branch finance dept.

Working on software's like EPOS (Electronic point of sale) & CRM.

Maintaining the Daily Cash Reconciliation of shop.

* **Organization** Hutchison Essar(HUTCH TELE SHOP)

**Designation** Supervisor

**Period** July 2004 to Sep 2006

**Responsibilities** Handling the walk -in subscribers.

Maintaining all records of daily walk-in and sales.

Responsible for pre n post direct sale through HTS.

Handling walk-in and corporate collection.

**Professional Skills**

A positive energetic, Organized & self-motivated individual with well developed interpersonal, analytical, communication & presentation skills.

Good at evaluating situation and formulate effective solution .

Aim at raising profitability and building customer relationship .

Excellent analytical troubleshooting and problem solving skills.

**SCHOLASTIC RECORD**

* Currently pursuing MBA (Marketing) from Sikkim Manipal University.
* Bachelor of Commerce from Dr RML Awadh University Faizabad.
* Intermediate (UP Board) with science stream in 2004.
* High School ( UP board) with science stream in 2001

**PERSONAL DETAILS**

* **Fathers Name** : Mr. Liyaqut Ali
* **Date of Birth** : 17 March 1984
* **Gender** : Male
* **Nationality** : Indian
* **Martial Status** : Married
* **Contact No** : +917060509091

**Date:**

**Place: Signature**