

Akhil P.V. Nair

STORE ASSISTANT



Objective

With extensive expertise in offering guidance on goods and services to achieve the greatest customer experience and revenue targets. A highly effective person with substantial team leadership experience who can easily adjust to new situations and pick up new skills rapidly in order to produce excellent results. Experienced store assistant with a background in managing staff, handling complaints from a variety of customers, and managing inventory. IT incident management and retail banking are included in the six or more years of industry experience. Strong competencies include customer management, incident management, and customer assistance.

Education

2010 - 2013	BSc computer science, 55% University of Kerala
2008 - 2010	Higher Secondary, 66% Kerala State Board
2007 - 2008	SSLC, 72% Kerala State Board

Professional Experience

2022 - 2023	Classic Fashion Apparel Industry Ltd.co - Jordan Position: Store Assistant <ul style="list-style-type: none">• Store and Stock management / Teeba, Pran, Almarai• Trendz Application Analyst/All Products
2017 - 2022	Add To Cart - Trivandrum Position: Founder <ul style="list-style-type: none">• Store and Stock management/ All products• Sales Analysis /All Products• BAU Operations
2016 - 2017	Muthoot Finance Private Ltd , Trivandrum Position: Junior Relationship Executive

- Account, Loan management/All Products
- Marketing/Fund Assessment/BAU operations

2014 - 2015

Flytxt - Trivandrum

Position: Senior Executive

- Level 1 Operations/ Vodafone IND, PAN IND, Teletalk, Etisalat, Airtel, Warid
- Incident Management/BAU Operations/Service request assistance

Job Description

**Classic Fashion
Apparel Industry
Ltd.co**

- As a Store assistant, I engage with clientele to support for the purchase of products.
- To collate the daily stock and purchase information into the POS system.
- Engage with supplier stakeholders and ensure logistics and daily stock.
- Supervise internal store team.
- Collaborating productively with peers and managers to meet revenue goals and surpass store goals.

Add To Cart

- As a Small business owner at Add to cart, managed sales & stock in my firm.
- Managing workforce and financial deals.
- Making proper plan & strategy for systematically managing BAU operations and customer service.
- I have harnessed the time in learning various valuable learning regarding customer and business which was applied in making effective sales.

Muthoot Finance

- To support the clients to right decisions with their investments.
- Providing the product and financial services on offer to them.

- Bookkeeping, Fund management, bank account operations and fund reconciliation.

FLYTXT

- Monitor and follow up Incident analyses, assess change/campaign/platform readiness, identify key stakeholders, clients, and share RCA/notifications/ Latest Updates.
- Prioritize and escalate the ongoing issues in various platforms and manage MO requirements with 100% SLA and process adherence.

Languages

Malayalam

Native language

English

Intermediate Listener, Novice Speaker, Advanced Reading and Writing

Computer skills

Microsoft Office Suite: MS Excel, MS Word, MS PowerPoint

Applications:

Trendz, OTRS, Nagios, PuTTY, Ganglia, SQL

Declaration

I solemnly declare that the information in this resume is true to the best of my knowledge and belief.

Place: Al Quoz 4

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