

Curriculum Vitae

ASIM KHAN

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Professional Profile

A management professional in Retail Stores Management, Sales Marketing, Team management, Customer Relationship Management Consumer Durable Service management and Human Resource Management . Currently working with Reliance Digital Retail Ltd. Problem solving skills, I have been planner and strategist with proven track record of consistently increasing the Customer relationship/business/profitability of the company.

STRENGTHS

A team leader with effective communication, interpersonal & relationship building skills strong analytical, problems solving, organizational abilities and determination towards work in my best strengths.

- Retail Store Operations
- Customer Service Excellence
- Teambuilding/Training/Supervision
- Inventory Management
- Escalation Management
- P&L Management
- Budgeting & Cost Controls
- Shrink Reduction/Loss Control
- Consumer Durable Product Service Management

Professional Experience

- ✓ Presently working with Reliance Digital Retail limited from 04 August 2020 as Customer Relationship Manager.
- ✓ Two Year working with Reliance Digital Retail limited from 02 August 2016 to 03 August 2020 as a Sr.Associate.
- ✓ One year working with BTR, from 01.07.2015 to 21.07.2016 as a Designation of SSE (Senior Sales Executive).
- ✓ One Year experience with Reliance Trends from 01.04.2014 to 25.06.2015. as BP(Brand Promoter)
- ✓ Six month working with Woodland as a Designation of sales executive

Job Profile

- Work on daily basis Target vs Achievement tracking.
- Team Management for better business.
- Weekly basis drive Incentive programs.
- Track daily basis cross department sales, Ticket size and NOB
- Escalation management all types of Complaints comes from web portal, email, chat etc.
- Handel all commercial department task like PIS, Finance cases and cash cases.
- Use To give Great Demos of Product to Team by that they can learn things and same will help them on daily basis.
- CDIT Sales & Service, Apparels sales, Marketing sales in Retail.
- Relationship build with Customer for provide good services.
- Manage team roaster on weekly basis.
- Use to make a friendly environment in Store sets great examples and Create Magic Moments for customer and store
- Coordinate with service center to resolve customer's escalations.

- Adequate knowledge to operate SAP CRM like Sales orders, Service Orders, Service requests, Service to customer, creates technical reports etc.
- Knowledge of creating credit note of Cash billing and Finance cases.
- Use to manage Customer Queries/ complaints, Product Home delivery and Demo installation.
- Use to handle Service Team Reliance (RESQ) coordinate the given task on daily basis by that our customer will get the TOTAL CUSTOMER SATISFACTION same is MANTRA of our Company.
- Strongly building, maintaining & managing team by proper training, motivation and other grooming skills Which further add on in benefit of the company.

Responsibilities toward Relationship Management (CRM)

- Record of customers detail and their profiles.
- Provide customer satisfaction with services according to their Need on right time as per company TAT.
- Reducing negative feedback of the customer to provide satisfactory service on time like Demonstration, installation and required service of the product.
- Products Delivery related problem solution within TAT line time.
- Good co-ordination with service team and Brand for Better customer satisfaction.
- Quick right decision making ability to provide solution within the range of company guideline and SOP.
- Employee training as per required profile and guide them Company SOP.
- Increase the VOC (voice of Customer) positive response.
- Maintain records of CN and necessities Audit document, and provide it at the time of warehouse Audits.
- Complete knowledge of SAP CRM portal.

Responsibilities toward Cash/Finance management

- I verify all the cash work like banking, bank reconciliation, generate reports & check all the cash reports on daily basis.
- Handling Impress, Petty cash in warehouse and daily based expenses.
- I have done the system entry of impress & petty cash on daily basis.
- Verify all store billing detail in next day and match the deposit cash and card payment through the match with bank advices.
- Update all store banking status every day without fail.
- Verify the refund & exchange product.
- To take steps to satisfy customer concern within my authority.
- Handling Opening and closing activity of warehouse.
- Handling all bill payable and receivable.
- Maintaining all controls a/c cash card UPI and wallets.
- Leading & motivate people, Improve profitability and resource management.
- Have good knowledge about cash audit

Responsibilities toward Inventory Management

- GRN (Goods return note)
- GRDC (Good return to DC)
- Stock Inward/Outward

- Track FIFO and LIFO
- Ageing Inventory

Additional work

- ✓ I am also taking care of Human Resources Task like Hiring, Attendance regularization & etc.
- ✓ In absence of Store Manager I can handle maximum task like targets and KPI's to manage the store.
- ✓ I have managing of CCCE Team, Home Appliances Sales Team and Service engineers Team.

Academic Credentials

<u>QUALIFICATION</u>	<u>UNIVERSITY/COLLEGE</u>	<u>YEAR OF COMPLETION</u>
M. A. Applied Philosophy	M.J.P ROHILKHAND UNIVERSITY	2015
B.COM	M.J.P. ROHILKHAND UNIVERSITY	2013
12 TH	N.I.O.S BOARD	2010
10 TH	C.B.S.E BOARD	2007

Hobbies & Interest

- Interacting with people.
- Helping others.

Language Known

- English & Hindi.

Personal Profile

Date of Birth : 02 July 1990
 Father Name : Mohammad Arif Khan
 Marital Status : Married
 Gender : Male
 Nationality : Indian
 Passport Number : W6254380
 Address : 504 Rohli Tola Old City, Bareilly (U.P.) INDIA PIN CODE-243005

Declaration:

It is to certify that all information's furnished above are true to my knowledge and if given a chance to serve the organization, I will try to work with intense conscious effort.

Date: _____

Place: _____

(Asim Khan)