

Personal

Name
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Gender
Male

Languages

English	Fluent
Hindi	Fluent
Nepali	Native
Bengali	Intermediate
Arabic	Beginner

Salil Sampang Rai

ABOUT ME

I am eager to secure a challenging position within a dynamic organization, where I can fully leverage my skills to meet and exceed company objectives. My career is marked by a relentless pursuit of excellence and a commitment to contributing meaningfully to the team's success. I thrive on opportunities that push me to deliver my best, ensuring that my professional growth aligns seamlessly with the strategic goals of the company.

Work experience

Store Manager Sep 2022 - May 2024

Royaloak International Furniture, Siliguri, India

- **Leadership & Team Management:** Expertly recruit, train, and mentor a high-performing store team, cultivating a collaborative environment that propels sales targets.
- **Sales & Customer Service:** Strategically drive sales growth through innovative sales tactics, while delivering outstanding customer service and swiftly resolving any customer concerns.
- **Inventory Management:** Vigilantly manage inventory processes to optimize stock levels, streamline ordering, and minimize loss, ensuring operational efficiency.

Customer Service Team Leader Sep 2020 - May 2022

Home Centre Landmark Group, Al Seef, Bahrain

Team Management:

- Oversee and manage a team of customer service representatives.
- Schedule shifts and ensure adequate staffing levels.
- Conduct regular team meetings to discuss performance, goals, and updates.

Performance Monitoring:

- Track and analyze individual and team performance metrics.
- Provide feedback and coaching to team members to improve service quality.
- Conduct performance reviews and handle disciplinary actions when necessary.

Training and Development:

- Develop and deliver training programs for new hires and existing team members.
- Identify skill gaps and provide additional training as needed.

Customer Interaction:

- Handle complex or escalated customer issues that require higher-level intervention.
- Ensure that customer interactions are handled professionally and in line with company policies.

Process Improvement:

- Identify areas for process improvement and implement changes to enhance service efficiency.
- Collaborate with other departments to address customer feedback and improve overall service delivery.

Reporting and Analysis:

- Generate and review reports on team performance, customer satisfaction, and service metrics.
- Use data to make informed decisions and report on key performance indicators to upper management.

Policy Enforcement:

- Ensure that team members adhere to company policies and procedures.
- Update policies and procedures as needed to keep up with industry standards and company goals.

Customer Feedback:

- Collect and analyze customer feedback to identify trends and areas for improvement.
- Implement strategies to enhance the customer experience based on feedback.

Head Cashier May 2017 - Sep 2020

Home Center Landmark Group, Al Seef, Bahrain

Team Management:

- Supervise and coordinate the activities of the cashier team.
- Schedule shifts and manage time-off requests to ensure adequate coverage.
- Provide training and ongoing support to cashiers to enhance their skills and performance.

Cash Handling:

- Oversee cash handling procedures to ensure accuracy and adherence to company policies.
- Monitor and manage cash drawers, ensuring proper balancing and security.
- Conduct cash audits and reconcile discrepancies in cash reports.

Customer Service:

- Assist with resolving customer issues and complaints related to transactions.
- Ensure that cashiers provide excellent customer service and maintain a positive store atmosphere.

Operational Efficiency:

- Ensure that checkout processes run smoothly and efficiently.
- Monitor transaction speed and accuracy, addressing any bottlenecks or issues.
- Implement and maintain best practices for cash handling and checkout procedures.

Reporting and Documentation:

- Prepare and review financial reports related to cash transactions and register activity.
- Document and report any discrepancies, theft, or operational issues to management.

Training and Development:

- Train new cashiers on procedures, customer service standards, and use of point-of-sale (POS) systems.
- Conduct regular team meetings to discuss performance, address concerns, and share updates.

Compliance:

- Ensure compliance with company policies, legal regulations, and safety standards.
- Maintain up-to-date knowledge of relevant regulations and ensure that the team adheres to them.

Inventory Management:

- Assist in managing and reconciling cash and change supplies.
- Coordinate with other departments to ensure adequate supplies and equipment for checkout operations.

Delivery Coordinator

May 2016 - May 2017

Homecentre Landmark Group, Al Seef, Bahrain

Delivery Scheduling and Coordination:

- Plan and schedule deliveries to ensure timely and efficient fulfillment of orders.
- Coordinate with warehouses, suppliers, and transportation teams to manage delivery logistics.
- Optimize delivery routes and schedules to reduce costs and improve efficiency.

Communication:

- Act as the primary point of contact for delivery-related inquiries from customers, drivers, and internal teams.
- Communicate delivery schedules and updates to customers, ensuring they are informed about the status of their orders.

Order Management:

- Monitor and track orders throughout the delivery process to ensure they are completed as scheduled.
- Address and resolve any issues or delays that may arise during the delivery process.

Driver and Fleet Management:

- Oversee the activities of delivery drivers, including scheduling, route planning, and performance management.
- Ensure that drivers adhere to company policies, safety regulations, and best practices.

Customer Service:

- Handle customer complaints and issues related to deliveries, working to resolve them promptly and satisfactorily.
- Ensure a high level of customer satisfaction by providing excellent service and addressing concerns.

Documentation and Reporting:

- Maintain accurate records of delivery schedules, routes, and other relevant data.
- Prepare and analyze reports on delivery performance, including on-time rates, customer feedback, and operational efficiency.

Compliance and Safety:

- Ensure that all delivery operations comply with legal and company standards, including safety regulations and environmental policies.
- Conduct regular audits and inspections to ensure compliance and identify areas for improvement.

Process Improvement:

- Identify opportunities for improving delivery processes and implementing best practices.
- Work with management to develop and execute strategies for enhancing delivery efficiency and customer satisfaction.

Inventory Management:

- Coordinate with inventory management teams to ensure that products are available for delivery and

- properly accounted for.
- Address any inventory discrepancies that may impact delivery schedules.

Sales Associate

May 2011 - Mar 2016

E-Max Landmark Group, Al Saad, Qatar

Customer Service:

- Greet and assist customers in a friendly and professional manner.
- Answer customer inquiries about electronic products, including features, specifications, and pricing.
- Provide recommendations based on customer needs and preferences.

Product Knowledge:

- Maintain a deep understanding of the latest electronic products, technologies, and trends.
- Stay informed about new product releases, promotions, and industry developments.

Sales:

- Drive sales by actively engaging with customers and promoting electronic products.
- Demonstrate product features and benefits to customers.
- Upsell and cross-sell related products and services to maximize sales opportunities.

Inventory Management:

- Assist with inventory management, including stocking shelves, organizing products, and ensuring displays are attractive and well-maintained.
- Monitor inventory levels and report any shortages or issues to management.

Transaction Handling:

- Process sales transactions accurately using the point-of-sale (POS) system.
- Handle cash, credit, and debit transactions while ensuring accurate change and receipts.

Customer Interaction:

- Resolve customer complaints and issues in a professional and efficient manner.
- Follow up with customers to ensure satisfaction and address any post-purchase questions or concerns.

Store Presentation:

- Maintain a clean and organized store environment.
- Ensure that product displays are up-to-date and visually appealing.

Sales Targets:

- Meet or exceed individual and team sales targets and performance goals.
- Participate in sales promotions and special events as required.

Training and Development:

- Participate in training programs to enhance product knowledge and sales skills.
- Share knowledge and best practices with new or less experienced team members.

Education and Qualifications

Higher Secondary

Apr 2006 - May 2008

N.I.O.S, Kurseong, India

Core Subjects:

- Accountancy:** Understanding financial statements, bookkeeping, and accounting principles.
- Business Studies:** Principles of management, business organization, and business operations.
- Economics:** Microeconomics and macroeconomics concepts, including supply and demand, market structures, and economic policies.

Additional Subjects:

- Mathematics:** Often included to provide a foundation in quantitative skills relevant to commerce, such as financial calculations and statistical analysis.
- English:** Focus on developing communication skills and comprehension, which are essential for business.

Skills

microsoft



Analytical Skills



