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Sharjah, UAE

EDUCATION

Bachelor of Arts
CCS University, 2014

12th
UP Board, 2009

10th
UP Board, 2007

PERSONAL DETAILS

Date of Birth : 25/06/1991

Nationality: Indian

Marital Status: Married

Visa Status: Spouse

Gender: Male

LANGUAGES

Hindi

Fluent

English

Fluent

RAHUL JEETWAL

PROFESSIONAL SUMMARY

Experienced Manager leading team member's on-time job completion. Assign tasks, train employees, provide feedback, mediate interpersonal conflicts, and implement company procedures. Excellent communication and listening skills. Provide leadership and vision which drives teams to meet goals. Accomplished Manager focused on meeting customer expectations and achieving company goals. I strongly believe that sincerity, seriousness, and commitment is key to success in life.

WORK HISTORY

July 2021 - October 2023

Aditya Birla Group - Assistant Store Manager, Delhi, India

- Oversaw and managed merchandise responsibilities for store.
- Handled cash flow, operations, accounts, and stock of the store.
- Achieved results to meet established targets, Directly Handled customer complaints, resolved issues, and adjusted policies to meet changing needs.
- Prepared reports for the management on Excel using VLOOK UP and Pivot Table etc.
- Analyzed daily and weekly sales results and maintained ongoing, productive dialogue with the management.
- Understood what drives overall business success and prioritized and delivered quality results.
- Kept awareness of competitor activity and developed ideas to promote store.
- Set SMART goals for store team, developing staff abilities, and increasing sales performance.
- Has Knowledge or experience with SAP Software.

November 2014 - June 2021

Quess Pvt LTD - Cashier, Delhi, India

- Displayed and restocked merchandise by following brand guidelines.
- Delivered outstanding customer care with proactive sales and listening skills.
- Helped meet business needs by working extra shifts.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Processed sales, exchange, and refund transactions efficiently to reduce customer waiting times.

HOBBIES

Listening to Music

Watching and Playing
Cricket

October 2013 - June 2014

Sun Business Solution Pvt. LTD - Customer Care Executive, Delhi, India

- Handle and resolve the customer queries.
- Maintain the standard and brand value of the company.

August 2010 - March 2013

Pizza Hut - Customer care Associate, Delhi, India

- Handle and resolve the customer queries.
- Maintain the stock daily and keep the record.
- Learned new materials, processes, and programs quickly.

PROFESSIONAL SKILLS

- Customer service
- Store management
- Employee training
- Team-orientated
- Shift checklists
- Flexible schedule
- Merchandising
- Confidential Documents Handling
- Sales strategies
- Retail inventory management
- Customer satisfaction
- Hiring and training
- Merchandise planning
- Complaint handling
- VLOOK UP and Pivot

DECLARATION

I hereby declare that all the above information is true to the best of my knowledge.

Rahul Jeetwal