

Raj Bahadur

Contact Details: 9654507439
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Career Objectives

Always looking to learn new skills, take on extra responsibility and grow professionally.
Self-motivated, team player with strong organizational and interpersonal skills

Experience

OCTAVE APPAREL- AKG VENTURES

Location- Delhi

Designation: Store Manager

March 2023- Till Now

Roles & Responsibilities: -

- Involved in the day-to-day operations of the store, while mentoring the junior team members to be more efficient at the duties they perform.
- Develop strategies to increase footfalls, expand store traffic, and drive the profitability of the store.
- Meet the store targets by achieving the individual sales targets & also training, motivating mentoring, and providing feedback to the store associates to help them achieve their targets
- Overseeing the visual look & feel of the store – checking the visual display of products and the displays outside the stores, the placement of products, and the other creative in the store.
- Develop strategies for sales and understand customer requirements and feedback on products.
- Build a great rapport with the customers to build loyalty and have recurring customers.

Qatar Duty Free

Location- Doha, Qatar

Designation: Customer Service Associate

July 2022- Feb 2023

Roles & Responsibilities: -

Function and Responsibilities:-

- Acknowledge and approach customers, establish customer needs.

- Present and demonstrate and sell the product through features, advantage and benefits (F.A.B.) of the Merchandise.
- Make a continuous effort to have the best sales results for the department.
- Introduce customers to other departments after having dealt with their needs.
- Assist in any other section of the shop, which may be under pressure. Identify the needs and wants of QDFC Customers.
- Maximize sales at every available opportunity thereby maximizing each of the 10 bestselling techniques' and every selling opportunity, where possible to complimentary sell and where it is necessary to "substitute sell"

Future Retail Ltd – Easyday Supermarket

Oct 2020 – June 2022

Designation: Store Manager

Roles & Responsibilities: -

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the sales team to meet sales objectives by training and mentoring the Staff.
- Creating business strategies to attract new customer, expand store traffic And profitability.
- Hiring, training and overseeing new staff.
- Responding to customer complaints and concerns in a professional manner.
- Ensuring store compliance with health and safety regulations.
- Developing and arranging promotional material and in-store displays.
- Preparing detailed reports on buying trends, customer requirements.
- Undertaking store administration duties such as managing budgets and Updating financial records.
- Handling online business respected our store. Focus on fulfillment, order should be delivered within the TAT with good customer service.

Ximivogue Lifestyle

June 2017 - Sep 2020

Designation: Operation Supervisor

Roles & Responsibilities: -

- Provide excellent service and create good shopping environment
- Store visual display and inventory management.

- Handling front & back operation of the store.
- Handling the ordering Goods.
- Handling the staff training and Developing
- Handling the all marketing and promotion activity.
- Keep all the store and stockroom always Clean & Organize.
- Handling Cash Team and taking Hand over after the shift.
- Process all payment methods. Resolve any discrepancies and secure bank Deposit.
- Follow all company and safety and security policies and procedures.
- Ensure uniform and personal appearance is clean and professional.
- Handling petty cash for store and staff welfare records.
- Keep all record of staff leave, attendance, performance, appraisals.
- Prepare all the sales reports (Daily sales report, Banking report and System reports)

Wills Lifestyle – ITC LIMITED

June 2015 - May 2017

Designation: Sr. Customer Associate

Roles & Responsibilities: -

- Greeting the customer and provide excellent service.
- Store visual display and inventory management.
- Taking care of all the back-end operation in absence of the Store manager.
- Encourage building customer relationship for higher customer Retention.
- Always offer Alternative to the customer & maintain the floor.
- Achieving the weekly / Monthly Targets.
- Keep Stock Room Always Clean & Organize.
- Process all payment methods. Resolve any discrepancies and secure bank Deposit
- Follow all company and safety and security policies and procedures.

Zara India – Inditex Trent Retail Pvt Ltd

June 2012 - May 2015

Designation: Cashier/Customer Service

Roles & Responsibilities:

- Greeting the customer and service
- Ensure setting up conducive environment at the store
- Create seamless customer service orientation among

- Employees by ensuring timely and efficient Customer service.
- Handling the cash Team & Take the proper handover after the shift /Change
- Process all payment methods. Count bank at end of shift, complete designated
- Cashier reports, resolve any discrepancies and secure bank
- Follow all company and safety and security policies and Procedure's report
- Accidents, injuries, and unsafe work conditions reports to the Manager

Admin Task: -

- Assist Store Manager to Taking Inventory.
- Prepare daily sales reports
- Filling the Delivery Notes and Bills.
- Receiving stock
- Supervise Housekeeping to Manage the Store Ambiance.

McDonald's, India

January 2008 – May 2012

Designation:- Crew Trainer

Started as a crew member, promoted as a Crew trainer (Team Leader)

Roles & Responsibilities:

- QSC (Quality, Service, Cleanliness).
- Serving customers hot and crispy food with accuracy.
- Supervision of Crew Members and the overall running of the shift.
- Taking food inventory
- Receiving delivery
- Checking all stock up
- Handling cash

Education

Bachelor in Arts (B.A) from Delhi University 2011

Language Skills:

English
Hindi

Computer Literacy:

Hardware
Networking
Windows 2000/XP/8/10
MS-Office and MS-Excel

| Personal Details | |
|-------------------|--|
| Date-of-Birth | 16 th OCT 1988 |
| Sex | Male |
| Father | Sh. Gagan Bhahadur |
| Nationality | Indian |
| Languages Known | English, Hindi, |
| Hobbies | Playing Cricket Visiting new places |
| Permanent Address | G-7/126 Sector 16 Rohini Delhi 110085 |

(Raj Bahadur)