

## Raj Bahadur

**Contact Details:** 9654507439  
**Current Address** : G-7/126 Sector-16 Rohini Delhi  
**Email Address** : [rajshahi1988@gmail.com](mailto:rajshahi1988@gmail.com)

### 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- 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.
- Assist in the hiring of the store.

#### **Qatar Airways**

**Location- Doha, Qatar**

**Designation: Customer Service Executive**

**July 2022- Feb 2023**

#### **Roles & Responsibilities: -**

Responsible for implementation of customer service and safety & policy and procedures laid down by the Company.

### **Function and Responsibilities:-**

- Liaising with check-in, transfer desk and other related areas for the Smooth acceptance of passengers.
- Escorting and directing arriving and departing passengers to the respective Areas such as hotel desk, visa counter, transfer desk, premium lounges And boarding gates.
- Assisting the duty officer in handling company materials and records.
- Liaising with the ground handling agent (GHA) for quick processing of hotel And transfer passengers.
- Ensuring passengers are assisted smoothly through airport facilities.
- Performing other related duties for the purpose of ensuring the efficient And effective functioning of the work unit.
- Supervising GHA staff during all flights to ensure Qatar airways Standard of service quality is maintained.
- Organizing check-in counters and coordinating documentation Issues.

### **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 2019 - 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)

**Miniso Lifestyle India****June 2017 – May 2019****Designation: Store Manager****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.

**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 <sup>th</sup> 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)**