

BASIL SHAJU

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OBJECTIVE

To secure a challenging position in a reputed company where I can apply my expertise in retail floor management, customer service, sale cash management, warehouse operations, stock auditing, and staff performance assessment. As a highly motivated individual with keen observation skills, I am committed to delivering exceptional results and contributing to the success of the organization.

ACADEMIC

| COURSE | INSTITUTE | UNIVERSITY /EDUCATION PROVIDER | YEAR OF PASSING |
|--|--|-------------------------------------|-----------------|
| Diploma in Indian and Foreign Accounting | G-TEC Computer Education | GTech | 2019 |
| Bachelor of Commerce | Mar kuriakose college of arts & science, Kerala, India | Mahatma Gandhi University, Kottayam | 2018 |
| Higher Secondary | Govt. Higher Secondary School, Palakuzha | Kerala State Board | 2015 |

WORK EXPERIENCE

Inventory Auditor at Prince Manu & Associates | Kerala, India | August 2022 to April 2023

Conducted stock audits for SBI loan approvals for clients Kannankandy, Oxygen, and ABM, ensuring an accurate assessment of inventory and supporting the loan approval process.

Internal Auditor at Backwater Ventures Pvt. Ltd. | Kerala, India | July 2019 to July 2022

- Identify key risks and controls within the business and develop comprehensive risk-based audit programs in the Retail sector.
- Implementing effective cash management strategies, ensuring accurate verification of petty cash balances, and conducting regular reconciliation with point-of-sale (POS) sales for enhanced financial control.
- Stayed well-informed about the latest retail promotions through regular communication and discussions with the store manager, ensuring up-to-date knowledge and effective promotion execution.
- Conducted thorough inspections of goods to ensure both quality and quantity standards were met. Proficiently counted and managed physical inventory, while generating comprehensive department audit reports.

- Exhibited exceptional customer service skills and demonstrated a strong dedication to ensuring customer satisfaction.
- Ensured customer satisfaction by conducting random calls to customers, promptly addressing and resolving any registered complaints.
- Conducted regular checks to identify and remove expired products, as well as promptly address any damaged or near-expiry items on the shelf racks.
- Ensured the availability of all products within the hypermarket through regular auditing. If any stock-outs were identified, promptly communicated the issue to both the warehouse manager and store manager for swift resolution.
- Conducted surveys with customers to gather feedback on store performance, aiming to improve customer services based on their valuable insights
- Verifying the First Expiry First Out (FEFO) system to ensure products were organized and stocked in accordance with their expiry dates, promoting freshness and minimizing waste.
- Proactively identified and capitalized on sales opportunities, resulting in increased customer retention rates and revenue growth.
- Dedicated efforts to maintain a clean and visually appealing sales environment while actively contributing to the setup and arrangement of captivating visual displays.
- Performed monthly inspections to assess product life and optimize shelf arrangement at Bismi Hypermarket.
- Provided effective supervision to production workers, proactively identifying areas for improvement to achieve high-quality production standards.
- Effectively supervised all aspects of warehouse operations, including shipping and receiving, distribution, and ensuring workplace safety.
- Ensured the store maintained high standards of presentation, including eye-catching product face-up and accurate placement of shelf edge pricing.
- Conducted regular checks and inspections of various registers, including the Goods Received Note (GRN) file, muster roll register, temperature register, and float cash register to ensure accuracy, compliance, and proper record-keeping.
- Performed regular checks and verification of store licenses, including FSSAI (Food Safety and Standards Authority of India) license, weights and measurement license, and insecticide license to ensure compliance with legal and regulatory requirements.
- Conducted mystery shopping assignments for renowned brands, including Harley-Davidson, Royal Enfield, and Bismi Hypermarket.
- Provided support in the successful implementation of a perpetual inventory system at Walkaroo International Pvt Ltd.
- Provided valuable support in conducting market analysis for a fish export business.

EXTRACURRICULAR ACHIEVEMENTS/AWARDS

Nominated for Best Performer Award in April 2021 in Backwater Ventures Pvt Ltd

IT SKILL/CERTIFICATION

- Experience in Microsoft Office, MS Excel, MS PowerPoint, Outlook
- Peachtree
- Zoho

PERSONAL DETAILS

Date of Birth: December 13,1996

Languages Known:English, Malayalm, Hindi, Tamil