

KIRAN MR

DEIRA , UAE

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Educational Qualification:

- SSLC - 2009 (Karnataka State board)
- ITI - 2011 (Sri Ranganatha Training Center)
- Diploma - 2013 (RJS)

Work Experience

- Working as Store Manager in Dunzo Digital Pvt Ltd from June 2021 to till date 2023
- Worked as Team Leader in Supr Infotech Solutions Pvt Ltd From Feb 2020 to May 2021
- Worked with Ninjacart as a Team leader From Feb 2017 to Jan 2020.
- Worked as senior electrical supervisor at Cisco video technology from Feb 2014 to 2017

KEY SKILLS AND COMPETENCES

- Deliver coaching feedback to agents
- Conduct and evaluate customer feedback.
- Prepare management reports
- Exceptional listening and analytical skills
- Detail oriented
- Flexible

OBJECTIVES

To secure a position which provides challenges and opportunity to utilize my skills and technical knowledge to the utmost for the benefit of the organization. Possess strong interpersonal communication and persuasive technical skills. Have the ability to work well under pressure. Hardworking & Reliable

Work Experience

Dunzo Digital Pvt Ltd

Duration : June 2021 to Till Date.
Position : Store Manager

Responsibilities

- Recruiting, training, supervising and appraising staff.
- Maintaining statistical and financial records
- Dealing with customer queries and complaints
- Overseeing pricing and stock control
- Ensuring compliance with health and safety legislation
- Vendor management
- Inventory in & out management
- People management Middle Mile & Last Mile

Supr Infotech Solutions Pvt Ltd

Duration : February 2020
to 21st May 2021.
Position : Team Leader

Responsibilities

- Provides direct supervision to all assigned workers and/or program participants.
- Responsible for the safety of those workers in his/her work area adhering to safety procedures and policies of the organization. Assures that personnel assigned to work site are working safely, wearing appropriate personal protective equipment and adhering to applicable safety procedures.
- Maintains quality checks to insure that processing and shipping metrics arrangement

Languages Known

- English
- Hindi
- Kannada
- Tamil

Personal Profile:

Name : Kiran M R
Date of Birth : 12th April 1993
Nationality : Indian
Marital Status : unmarried

- Promptly and effectively manage customer escalations in the region along with support team
- Training and Development of teams in the region.
- Grievance Handling and Conducting Open House/meetings with regional teams.
- Conduct Daily Review Meeting along with Area Managers and Support team.
- Meeting our high standards for customer satisfaction
- Responsible for motivating team members and assessing their performance and evaluation.
- Proven ability to work in a fast-paced and quickly changing environment
- Make recommendations for program participant work assignments, disciplinary action, reassignments, and performance reviews as requested by staff.

NINJACART

Duration : January 2017 to Nov 2020.

Position : Senior Team Leader

Responsibilities

- Establish excellent working relationships at all delivery and pickup points
- Performs other duties as assigned
- Participate in cross-training and perform other duties as assigned (answer phones, outgoing shipments, etc)
- Maintain vehicle in good mechanical condition; notify manager if deficiencies are identified
- Completes all paperwork in a timely, accurate and legible manner
- Support financial results by minimizing site waste and rework
- Perform start-up and operations of postage equipment
- Assist in the operation of the mail room
- Make deliveries and pick-ups of items as requested

I hereby confirm that the information given above this is true to the best of my knowledge

KIRAN MR