



INFO



NAME  
ZIBRAN QURESHI



ADDRESS  
19- NEW KHIZARABAD  
COLONY KHAJARANA  
INDORE (M.P)



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SKILLS

- + Sales and marketing
- + Cold calling
- + Sales Force Effectiveness
- + Customer focus
- + Computer Skill
- + PC application: Excel, Word, Power Point, Internet
- + One Year diploma in computer alpications.
- + Staff Management
- + Product and service sales
- + Business planning
- + Sales expertise
- + Staff Development
- + Financial Management
- + Business administration
- + Business Development
- + Sales and marketing
- + Website Design
- + Mobile Application Design
- + Social Media Post Design
- + Prototype



Tools Knowledge

- + Figma
- + Adobe XD
- + Photoshop
- + Balsamiq



Language

- + Hindi
- + English



Hobbies,

- + Watching Movies
- + cooking
- + Travelling

# ZIBRAN QURESHI

## Department Manager



### Profile Summary

- + Presently working with **LOTUS ELECTRONICS** as a **DEPARTMENT MANAGER** Completed B.B.A FROM DR A.P.J ABDUL KALAM UNIVERSITY ,INDORE MP. Excellent interpersonal skills and great ability to interact with people at all level. Willing to work in a competitive working environment by accepting challenges of the new technology. Good analytical & logical approach towards problem solving. Exceptionally self-motivated with immense ability to work independently as well as in a team. Uncommon ability to work accurately and to tight deadline. Proactive Department Manager with excellent time management skills to multi-task while working within deadlines and time constraints. Offering 12 years of hands-on experience in retail operations. Proficient in budgeting, inventory management and merchandising. Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency.



### EDUCATION

- + **BBA ( Bchelor of business administration )**  
APJ ABUL KALAM UNIVERSITY 2016 -2019  
INDORE, INDIA
- + **12th Lok Many Tilak h.s sec school**  
2010-2011 | Ujjain (M.P)



### WORK EXPERIENCE

- 2021-01- **DEPARTMENT MANAGER**  
CURRENT LOTUS ELECTRONICS ,CPR DISTRIBUTORTS PVT LTD
  - + Partnered with merchandising team to plan and execute floor moves, merchandise placement, and overall sales set-up.
  - + Motivated associates to consistently deliver effective selling behaviors through coaching and recognition. Communicated with managers of other departments to maintain transparency.
  - + Kept employee workloads fair and balanced to achieve objectives while maintaining high job satisfaction.
  - + Managed inventory and receiving operations to maintain optimal stock levels and meet expected demands.
  - + Worked actively with management team to create daily and weekly sales plans based on weekly sales trends.
  - + Prepared annual budgets with controls to prevent overages.
  - + Performed statistical analyses to gather data for operational and forecast team needs.
  - + Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
  - + Identified and communicated customer needs to supply chain capacity and quality teams.
  - + Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
  - + Defined clear targets and objectives and communicated to other team members.
  - + Trained personnel in equipment maintenance and enforced participation in exercises focused on developing key skills.
- 2015-10- **TEAM LEADER**  
2021-01 FUTURE RETAIL LTD
  - + Conducted training and mentored team members to promote productivity and commitment to friendly service.
  - + Built strong relationships with customers through positive attitude and attentive response.
  - + Managed leave requests and absences and arranged covers to facilitate smooth flow of operations.
  - + Supervised team members to confirm compliance with set procedures and quality requirements.
  - + Held weekly team meetings to inform team members on company news and updates.
  - + Maintained database systems to track and analyze operational data.
  - + Optimized customer experience by delivering superior services and effectively troubleshooting issues.
  - + Maintained overall safe work environment with employee training programs and enforcement of safety procedures.
  - + Developed effective improvement plans in alignment with goals and specifications.
  - + Educated staff on organizational mission and goals to help employees achieve success.
  - + Evaluated staff performance and provided coaching to address inefficiencies.

- 2012-2015 **SENIOR ISD ,**  
SAMSUNG MOBILES
  - + Dealing with customer enquiries face to face
  - + Coordinated with customers and employees and assisted in sales of products in a retail environment
  - + Generated necessary sales and achieved sales goals
  - + Assisted customers and answered all queries and provided necessary resolutions
  - + Recommended products to customers and explained them all services and products to customers
  - + Contacting prospective customers and discussing their requirements
  - + Maintain the display and Visual Merchandising of the products
  - + Achieving all revenue targets & objectives in line with the Business Plan
  - + Reporting business trends and area performance to the Area Sales Manager
  - + Identifying what customers want

