

Akshat Kumar

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Seeking a challenging profile that offers me the opportunity to explore new avenues in the corporate world by utilizing my expertise and knowledge.

PROFILE SNAPSHOT

More than 10 Years 6 Months of Experience of handling customers face to face in retail and ensuring customer gets better treatment when he visits the store for any help/requirement, Good knowledge of product is the key of my success and advantage which has worked to grow me in my career

PROFESSIONAL WORK EXPERIENCE

I am working with **ONE plus** brand staff premotor at **RELIANCE DIGITAL & Croma electronic** store vasant kunj
ambiance mall & vishwavidyalay north campus

Dealing with customers face to face

To ensure people at the Floor are well trained on all the menu that we serve

Daily briefing with the team and to discuss basic details of hygiene

Ensure to capture feedback from customer after having being served

To manage staff roster, Attendance and shifts

To pass on feedback received from customers to Internal staff to ensure improvement in all areas and all menu items

To Publish sales report daily and weekly

Worked as a Oppo brand staff premotor at CROMA store vasant kunj since Nov 05-Till Dec 31 /2020

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To manage staff roster, Attendance and shifts

To pass on feedback received from customers to Internal staff to ensure improvement in all areas and all menu items

To Publish sales report daily and weekly



Worked as a store manager at Planet Mobile since Jan 2016-Till Dec 2019

Dealing with customers face to face

To ensure people at the store are well equipped for the product knowledge and trained

Daily briefing with the team and set the targets for the day

Sharing last day output with the team and with higher management

Reviewing team performance every month and after every 15 days and sharing the same with management

Sharing new product brief with team to ensure productivity is improved each day

Keeping a record of store sales for monthly comparison and better results

Compiling the feedbacks from customers and sharing them with management

Giving live demo of the product to people under me through presentations and products

Planet Mobile~June 2015 to Jan 2016~Assistant Manager

Preparing product wise sales analysis to keep a track of product wise sales

Keeping eyes on day to day activity

Arranging product training for the staff to ensure they are well aware about any upcoming product or any new addition in the store

Preparing and presenting sales review monthly for the team and staff

Worked as a sales executive at Digi World from 2013 –June 2015

Dealing with customers face to face

Attending daily product brief and sales update for the day

Getting time to time training from store manager and mobile company

Sharing reports of my performance with store manager on daily basis

BPO 2009 -2013 Airtel, Shop CJ, Reliance

Taking calls for customer to resolve their queries

Generating sales for the organization on inbound as well as outbound sales

Mentoring team in absence of TL

KEY SKILLS

- Retail handling of clients
- Client Servicing and Coordination Market Research Operations
- Database Management and data cleaning



Edit with WPS Office

- Quality Check
- Training and development
- Team Handling
- Report generation and analysis

Educational Credentials

- B.Com from Shobhit University 2012-2015.
- 12th from NIOS in 2012.
- 10th from C.B.S.E. in 2009.

Technical Experties

- **Operating System** : Windows 98/2000/XP/Vista/Windows 7
- **Tools** : MS Office 2000/2003/2007 (MS Word/MS Excel/Power Point)

Personal Traits

- **Name** : Akshat Kumar
- **Father's Name** : Late Mr. Jitender Singh
- **Date of Birth** : 29th October 1992
- **Marital Status** : Unmarried
- **Nationality** : Indian

Personal Skills

- Ability to perform and deliver under work pressure.
- Pleasing communication skills and a patient listener as well.
- Keen desire to learn on the job by invoking my aptitudinal skills.
- Posses supportive approach which helped me to be at the helm of the affairs of my team
- Flexible & adapting successfully to changing situations and environment, friendly with everyone.
- Ability to plan activities and carry them through effectively.
- Initiative and positive thinking to solve problem.
- Hardworking and always willing to learn.
- Deliver result under pressure and within stipulated time.

Hobbies

Travelling, Shopping, Cricket and Watching TV

DECLARATION:

I hereby declare that above information are totally authentic and to the best of my knowledge.

Date:

Akshat Kumar

