

Himanshu Jain

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Professional Profile

Motivated retail professional with outstanding customer service experience. Demonstrated sales leader, with ability to consistently surpass goals and build client base. Positive attitude, able to go above and beyond for customer satisfaction. Skilled in problem solution, time and asset management and team leadership. Strong administrative and visual merchandising skills, with keen attention to detail.

Objective

An aspiring team worker, hardworking and dedicated professional who wants to meet the challenges posed in the industry and to contribute towards the growth of the organization along with self-motivation.

Career Summary

Feb'21 – Till Now.

Store Manager iDelta Apple Premium Reseller, Sec 16, Faridabad– with iDelta Electronic Services LLP. (Apple Premium Reseller)

- Responsible for Store Processes/Operation's,
- Customer Service Delivery, Ensuring smooth operations of the business.
- Ensure service excellence through excellent client management.
- Maintain Store Basics activity (Grooming, Cleanliness & Hygiene, and SOP).
- Team Management, Sales target achievement, Brief daily wise target as per MTD, Incentive schemes.
- Share new things/events/promotion schemes, among Team Members.
- Reducing Damage & Defective Controlling,
- Store Basics Opening Closing, Solve the Customer Query, Corporate Deal in Festive Special days, Co-Operate Store Promotional Activities (Buyback /Affordability etc.).
- Evaluate the Staff Productivity.

July'19 – July'20.

Store Manager Sec 35C Chandigarh– with Tresor Systems Pvt. Ltd. (Apple Premium Reseller)

- Responsible for Store Processes/Operation's,
- Customer Service Delivery, Ensuring smooth operations of the business.
- Ensure service excellence through excellent client management.
- Maintain Store Basics activity (Grooming, Cleanliness & Hygiene, and SOP).
- Team Management, Sales target achievement, Brief daily wise target as per MTD, Incentive schemes.
- Share new things/events/promotion schemes, among Team Members.
- Reducing Damage & Defective Controlling,
- Store Basics Opening Closing, Solve the Customer Query, Corporate Deal in Festive Special days, Co-Operate Store Promotional Activities (Buyback /Affordability etc.).
- Evaluate the Staff Productivity.

April'18 – July' 19

Store Manager – with Sargam India Electronics Pvt. Ltd. (Multi Brand Electronics Retail Chain)

- Responsible for Store Processes/Operation's,
- Customer Service Delivery, Ensuring smooth operations of the business.
- Ensure service excellence through excellent client management.
- Maintain Store Basics activity (Grooming, Cleanliness & Hygiene, and SOP).
- Team Management, Sales target achievement, Brief daily wise target as per MTD, Incentive schemes.
- Share new things/events/promotion schemes, among Team Members.

- Reducing Damage & Defective Controlling,
 - Store Basics Opening Closing, Solve the Customer Query, Corporate Deal in Festive Special days, Co-Operate Store Promotional Activities (Exchange Mela /Anniversary etc.).
 - Evaluate the Staff Productivity.
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July'14 – Mar'18

Service Centre Manager – with Vipam Electronics (Authorized Sony Service Centre)

- Provide leadership/management to staff within the team, leading by example to work as one team with other colleagues and partners to achieve our goals.
 - Ensure that high standards are set and maintained in relation to customer services.
 - Manage the team and workloads to ensuring that delivery of team outputs in an effective and efficient manner that meets internal deadlines.
 - Ensure that staff are properly managed, coached, developed and empowered so that they have clear expectations and can be valued for their contribution to achieving business aims.
 - Develop, manage and maintain effective relationships with customers.
 - Ensure that high standards are set and maintained in relation to customer care through the team.
 - Investigate and resolve or respond to any issues of complaint from customers affected by services provided by the team.
 - Identify customer service issues and make recommendations for improvement.
 - Carry out all duties in accordance with agreed policies and procedures so that quality is consistently achieved.
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April'12 – June'14

Business Development Manager Retail—with Parkash Enterprises, Gurgaon, Haryana, India

- Handling 5 exclusive brand stores of different brands like Samsung, Blackberry & HP for Parkash Enterprises.
- Managing and motivating a team to increase sales and to ensure store efficiency.
- Managing stock levels and making key decisions about stock control.
- Analysing sales figures and forecasting future sales volumes & values to maximise profits.
- Dealing with staffing issues such as interviewing potential staff, conducting appraisals, their incentive schemes and performance reviews, as well as providing or organising training and development
- Highlight the same to management & respective heads in form of MIS reports & dashboards.
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing.
- Initiating changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market.

July'11 – April'12

Store Manager Retail SAMSUNG SMART PHONE CAFE—with Parkash Enterprises, Gurgaon

- Responsible for full operation of retail store including opening, closing, staffing, service levels, cash and inventory. Expectations are that 90% of business hours are spent on the sales floor greeting customers, coaching employees and running the business where it matters most—close to the customer.
- Establish and exceed organizational performance and individual performance goals.
- Complete duties and provide leadership designed to deliver high levels of service to customers within the framework of established company policies.
- Recruit sales staff on an ongoing basis. Screen and hire outstanding talent for the organization.
- Create a positive work environment, which is as important as creating a positive customer experience. Motivate, lead and train a winning sales team. Get to know team members – their strengths and weaknesses, aspirations and goals, background and experience – and uses that knowledge to help them succeed.
- Assist and support store associates in all aspects of sales and customer service as required.
- Coordinate sales and local marketing events on a regular basis.

- Assist in other tasks, duties, or projects as assigned by management.

July'09 – Jun'11

Territory Sales Incharge Gurgaon – Shalimar Info Solutions Pvt. Ltd. Panchkula (Zonal Distributors of HP Computers Consumer)

- Handling more than 150 IT Partners.
- Addition of new partners.
- Achieve reasonable but aggressive sales results.
- Develop territory, market penetration and sales execution strategies to consistently attain and Exceed goals.

Sep'08 – Jun'09

Cluster Manager Retail Uttrakhand–with ITJ Retails Pvt. Ltd., NOIDA

- Handling 4 exclusive multi brand stores of IT Products.
- Managing and motivating a team of 20 peoples to increase sales and ensure efficiency.
- Analysing sales figures and forecasting future sales values to maximise profits.
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing.
- Initiating changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market.

Aug'06 – Sep'08

Store Manager Retail Yamuna Nagar– with ITJ Retails Pvt. Ltd., NOIDA

- Responsible for full operation of retail store including opening, closing, staffing, service levels, cash and inventory.
- Establish and exceed organizational performance and individual performance goals.
- Complete duties and provide leadership designed to deliver high levels of service to customers within the framework of established company policies.
- Create a positive work environment, which is as important as creating a positive customer experience. Motivate, lead and train a winning sales team. Get to know team members – their strengths and weaknesses, aspirations and goals, background and experience – and uses that knowledge to help them succeed.
- Assist and support store associates in all aspects of sales and customer service as required.
- Coordinate sales and local marketing events on a regular basis.
- Assist in other tasks, duties, or projects as assigned by management.

Jul'02 – Aug'06

Sales Executive – Bansal Trading Co. Yamuna Nagar (Distributors of Idea Cellular Prepaid)

- Handling more than 300 Mobile Counters.
- Addition of new Counters.
- Achieve reasonable but aggressive sales results.

Formal Qualifications

- Graduation from Arts (10+2+3 Pattern), Meerut University.
- Senior Secondary School (10+2 Pattern), Board of School Education Haryana.
- Higher Secondary School, Board of School Education Haryana.

Personal Details

Date of Birth: 21st March' 1984
Languages: Hindi & English
Nationality: Indian
Marital Status: Divorced