

# **Resume**

**Ankur Srivastava**

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## **Summary**

Customer-focused Assistant manager, successfully contributing to company profits by improving team efficiency and productivity. Skilled at effective negotiations and upselling techniques. Utilises excellent organisational skill to enhance efficiency and lead teams to achieve outstanding sales.

## **Experience**

**Assistant Manager 12/2019- Current**

**Samarth Lifestyle Pvt Ltd (Samsung store) -Gurgaon**

- Oversaw stock control to maintain sufficient inventory levels and minimize waste.
- Maintained excellent employee relationships by cultivating supportive, positive and helpful working environment.
- Closely monitored team performance, identifying improvements, and managing change.
- Maintained an extensive knowledge of product range to efficiently answer customer, employee, and head office queries.
- Managed complex customer complaints, offering smart solutions for continued customer satisfaction and loyalty.
- Kept sales, staff performance and store activity stored on, for month-end reporting to head office.
- Created positive working environments by offering support and guidance to staff.
- Prepared work schedules for staff according to peak periods and holidays to match traffic volumes.
- Inspected equipment, shopping floors and store rooms for damages or faults and scheduled maintenance activities after peak periods.
- Skilfully and appropriately dealt with complex customer complaints, resolving with smart solutions to maintain customer satisfaction.
- Kept store hygienic and safe for customers by directing staff to clean shop floor, shelves, and products regularly.
- Generated reports on sales and profit KPIs, analysed data and presented to senior management.
- Promoted sales and special offers for discounts and merchandise options.
- Kept sufficient inventory supply and stock on shelves and in storerooms.
- Processed incoming stock to maintain accurate inventory records and organized stock room.

**Senior Sales Associates 04/2018- 11/2019**

## **Fabindia Overseas Pvt Ltd, Gurgaon**

- Created attractive displays for merchandise to enhance sales.
- Assisted customers with wide selection of products and services.
- Calculated product prices and processed payments accurately, returning change for cash remittances and issuing receipts for audit purposes.
- Organised and displayed items in visually appealing manner.
- Opened and closed store by completing security, cleaning, and financial checklists.
- Maintained comprehensive brand and product knowledge to maximise sales opportunities and meet set targets.
- Received and analysed customer feedback to drive process improvements.
- Handled incoming calls in professional and knowledgeable manner, ascertaining callers' needs and offering assistance for high satisfaction levels.

## **Sales Executive 02/2017-03/2018**

### **Central Stores ( Future Lifestyle Pvt Ltd) Noida**

- Communicated regularly with product stockists, ensuring ample supplies to meet customer demand.
- Monitored in-store product placement and displays, seeking opportunities to maximise visibility.
- Efficiently reported on daily activity, enabling ongoing progress monitoring and analysis.
- Coordinated team meetings daily to delegate tasks, communicate priorities and discuss goals.

## **Skills**

- Product and service knowledge
- Customer relationship building
- General office administration
- Invoicing
- Regulatory requirements understanding
- Business development

## **Education**

Sri Ram College of Commerce and Education, Varanasi UP, 2017

### **Master of Commerce ( Sales & Finance)**

Sri Ram College of Commerce and Education, Varanasi UP, 2015

### **Bachelors of Commerce ( B.com )**

## **Personal Details**

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|------------------|----------------|
| • Father's Name  | Mr. Om Prakash |
| • DOB            | 30/12/1993     |
| • Marital Status | Married        |
| • Gender         | Male           |
| • Nationality    | Indian         |
| • Languages      | Hindi, English |

