# RAHUL KUMAR

G-61 punjabi Colony Narela DELHI-110040

Mob: +9350003588

Email: - RRAHULKKUMAR90@GMAIL.COM

**AREA OF EXPERTISE**

* Vendor management & Building relationship.
* Stock management.
* Dealer & Distributer relationship and development.
* Advance Planning and cost reducing.
* Sales & Marketing, New Business Development,
* Retail Sales Management. Channel Sales Management
* Customer Service & Problem Solving ability.
* Bank Reco, Credit Queries, Customer Accounts Reco, Petty Cash Expenses,
* Leadership & Motivational skill. Team Player.
* E-Commerce sale (Online order and delivered by App)

**WORK EXPERIENCE**

**● In may 2018 joined Future group as Team Member**

**● In july 2021 become TEAM LEADER in Future group**

**● Working as Store TEAM LEADER at Easyday in Future group**

**● Over 4 Years Experience in Retail Sector**

**PROFESSIONAL EXPERIENCE**

**Worked RESPONSIBILITIES as TEAM LEADER**

**Responsibilities:**

**►**Handling Retail store and down the team line Customer Sales Executives at our store, providing them day wise and month wise target and monitoring the same.

**►E-Commerce sale through app, Pick and delivered the stock which we received from customer.**

**►**Monitoring the Category wise sale i.e. Process Food, Confectionary & Snacks, Staple, NON Food FMCG, Food FMCG, etc.

►Managing the relation with the Customer’s with my team who are coming at our retail outlet on daily basis, taking feedbacks, solving customer complaints and also dealing with the institutional customer for taking the bulk order for Company. Price negotiation with them and ensuring the delivery on time.

► Ensuring the customer service standards are delivered all the time through driving the customer service culture amongst the team, providing coaching sessions on how to deal with different customer situations, & leading by example, interacting with customers at the first opportunity and taking timely actions according to the feedback.

► Motivating, developing and building teams inculcating co. values and culture. Performance appraisal, Training, Goal setting, Succession planning. Provide timely coaching sessions to the associates and Team leaders developing their behavioral and operational skills. Taking daily briefing sessions to ensure two way communication and a highly motivated team.

**►**Driving top line sales through Cross Selling, Up selling, Store Hygiene, competition benchmarking, recommendation on changes on range planning based on customer feedbacks, providing great customer service etc.

**►**Operating, educating and reinforcing the ways to minimize the operational expenditure for the store amongst the store associates. Responsible to minimize costs through Mitigation of shrink areas, Electricity costs, carry bag costs, generator cost, equipment consumables cost etc. within the store.

**►**Meet standards in terms of time, documentation and Quality in all the aspects of store operations. Ensure the store associates comply with the SOPs and reinforce the need and importance of same.

**►**Responsible for store promotion activities through effective execution of store   
promotion plans, ensuring daily price updates of merchandises in the store as per the system updates, giving feedback and new ideas.

**►Controlling Dump & Shrink at our retail outlets by regular monitoring the high dump & shrink sku’s,Proper frisking of staff, Motivating Staff & Security Guard to always alert at store, Regular checking of stock which are coming from DC.**

**EDUCATION**

**10th Passed from CBSE Board (2014)**

**12th Passed from CBSE Board (2016)**

**Graduation done from IGNOU (2022)**

**PERSONAL DETAILS**

**Date of Birth : 18-06-1998**

**Father’s Name : Mr. SUSHIL KUMAR**

**Marital Status : UNMARRIED**

**Rahul Kumar**