**Amit Kumar**

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# JOB OBJECTIVE

Seeking assignments in Sales, General Merchandise or related Consumer goods industry. Consistently striving for learning and growing in a competitive environment.

# SNAP SHOTS

* A Competent professional with an extensive exposure of 6**+ Years** of cross functional experiences in retail operation, merchandising and Team management.
* Adept at providing customized services as per the requirement.
* Proficient in handling operations in compliance to the rules and regulation laid by the organizations.
* Demonstrated skills in relationship management to cut across the organizational levels and accomplish targets.
* Proficient in handling larger team and individual conflicts and driving the team towards meeting the organizational goal through training and development.

# Areas of Exposure

1. ***Sales Operations***
   * Overseeing marketing and sales operations for achieving increased growth.
   * Utilizing the public information, secondary data and to develop marketing intelligence to increase sales.
   * Building and maintaining healthy competitive environment within the team to keep them motivated and excited.
   * Training and motivating the team to achieve business goals.
2. ***Client Servicing*** 
   * Ensuring customer satisfaction by providing customized service, achieving delivery & service quality norms.
   * Attending to customer concerns & complaints and undertaking steps for effective & efficient execution within the time line.
   * Interacting with the consumers to understand the changing consumer behavior and customize our offerings.
   * Maintaining cordial relations with internal as well as external customers to sustain the profitability of the business.
3. ***Team Management*** 
   * Recruiting, providing direction, motivating and training the employees ensuring optimum performance.
   * Organizing training programs for new recruits for achieving pre planned business targets.
   * Recruiting, training & monitoring the performance of team members to ensure efficiency in sales operations and meeting of individual & group targets.

**ORGANIZATIONAL EXPERIENCE**

***Organization*: WESTSIDE (TRENT LTD.) A TATA ENTERPRISE)**

**Designation: Sale Associate**

**Duration: July 2013 to April 2015**

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**Job Description:**

* Multi-tasked between assignments, computer screens, and computer applications to complete.
* Engaged with customers enthusiastically to drive sales.
* Maintained up-to-date product knowledge by participating in product and Buyer training.
* Engaged with customers enthusiastically to drive sales.

***Organization*: WESTSIDE (TRENT LTD.) A TATA ENTERPRISE)**

**Designation: Account officer (Head Cashier)**

**Duration: April 2015 to March 2018**

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**Job Description:**

* Collects money and sale receipts from previous day.
* Count money and verify all totals.
* Monitor cash levels and refill as needed.
* Prepares money for bank deposit.
* Fills out/Files all paperwork on a daily basis (precision highly necessary)
* Secretary duties such as running errands/grabbing office supplies, updating office binder/information, in charge of write-ups, act.
* In charge of all the cash transactions that take place.
* Make entries for all the transactions daily and balance the books at the end of the day.
* Make reports about the daily happenings in their department.
* They should train new assistants the company hires.
* They should help the accountant of the company to maintain all the accounts.

**Organization: WESTSIDE (TRENT LTD.) A TATA ENTERPRISE)**

**Designation: HR Admin officer**

**Duration: April 2018 to September 2018**

**Job Description:**

* Support the development and implementation of HR initiatives and systems.
* Provide counseling on policies and procedures.
* Be actively involved in recruitment by preparing job descriptions, posting ads and managing the hiring process.
* Create and implement effective on boarding plans.
* Develop training and development programs.
* Assist in performance management processes.
* Support the management of disciplinary and grievance issues.
* Maintain employee records (attendance, EEO data etc.) according to policy and legal requirements.
* Review employment and working conditions to ensure legal compliance.
* Problem-solving and decision-making aptitude.
* Strong ethics and reliability.

***Organization*: WESTSIDE (TRENT LTD.) A TATA ENTERPRISE)**

**Designation: Trainee Department Manager**

**Duration: October, 2018 – March 2020**

**Current CTC – 2 Lacks 73 Thousand**

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**Job Description:**

* Accountable for handling the operation of Men’s dept., which consists of 3000 square feet area with sales of approx. 1.22 Crs. monthly **& YTD contribution is 19%** with sales of approx **12.34 crore yearly**. Managing and guiding a team of 18 direct reporting employees.
* Ensuring Best Customer Service for customer delight through Active supervision & Concurrent feedback
* Ensuring that all Standard Operating Procedures (SOP) and systems are followed
* Reviewing Department wise performance on regular basis making strategies to improve the contribution to store.
* Preparing action plan for liquidation of Private label merchandise to improve upon margins
* Proper implementation of Plano gram to ensure best VM standards
* Regular stock take of merchandise through Global count and Perpetual Inventory Control System
* Coordinating with Buying & Merchandising team for stock replenishment as per the analysis of fast & slow movers
* Ensuring proper allocation of manpower on floor, Training them & conducting performance reviews of team.
* Involved in analyzing sale reports and set targets for each employee of the category and ensure that the sales targets are achieved.
* ­­­­­­­­­­­­­­­­­­­ identify the slow moving/non moving merchandise on the floor and prepare the sale strategy with the coordination of category Managers.
* Conduct training for enhancements and acquisition of key knowledge among the team members. Training team members on Product knowledge, customer service, merchandising, inventory management and sales planning.
* Monitor and continuously seek to understand commercial environment, local trading patterns, competitor activity and market trends in the retail sector and their impact in store.
* Maximizing sales and customer service, reducing shortage and loss prevention, merchandise planning & sales forecasting. Excellent contribution in building healthy Customer Relationship Management.
* Ensuring Induction training of new joinees, People Policies Trainings, resolution of attendance issues, Organising Monthly/Quarterly Reward ceremony, Team building activities, compliance of joining formalities, ensuring proper RVT’s of all parameters.

**ACADEMIC CREDENTIALS**

* 10th pass from CBSE board.
* 12th pass from CBSE board.
* Pursuing Graduation from Delhi University.

**Personal Information**

**Father’s Name: Raj Kumar**

**Date of Birth: 12th June 1994**

**Marital Status: Single**

***Date:* (*Amit Kumar)***