

# RESUME

## RAJKUMAR GIRI

### DEPARTMENT MANAGER

ADD : C-74 INDIRA KALYAN VIHAR OKHLA

PH-1 NEW DELHI 110020

Mob : 7042900840

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### OBJECTIVE

Seeking a sales executive position in a challenging and fast-paced showroom environment where I can leverage my expertise in customer service, product knowledge, and sales negotiation to consistently exceed sales goals

### SKILLS:

- Successfully Complete Course RETAIL Course from IL & FS of 6 Month.
- Product knowledge about fashion ( colour , fabric's print )
- Assist to costumer Ranking article's
- Basic knowledge of MS Word, Excel etc.
- Typing Speed 50 Word per Minute.
- With 85%-90% Accuracy.

### KPI

- UPT
- ABS
- CONVERSION RATE
- TARGET ACHIEVEMENT
- PER SQUARE FEET
- SELL THROUGH

### EDUCATION QUALIFICATION:

- BA (Bachlor of Arts ) from Delhi University
- 12th From CBSE board New Delhi
- 10th From CBSE board New Delhi

## WORK EXPERIENCE:

## CURRENTLY WORKING

### ZUDIO

#### Key Responsibilities:

- **Department Oversight:** Managed and coordinated daily operations for multiple departments, including Men's, Women's, and Kids' apparel, as well as the Billing Counter, ensuring smooth and efficient workflow and do closing at the ppt wise
- **Merchandising & Display:** Oversaw the timely display of new merchandise and seasonal lines, ensuring product visibility and compliance with company deadlines and visual standards.
- **Stock Management:** Conducted regular stocktakes and maintained an organized, efficient stockroom. Managed stock inflow through systematic inward, outward, off-range processes to ensure inventory accuracy.
- **Billing & Exchanges:** Handled customer transactions, including billing, refunds, and exchanges, ensuring accuracy and adherence to company policies while delivering excellent customer service.
- **Audit Compliance:** Led and supported the execution of internal audits, ensuring that stock levels, store processes, and financial transactions met company standards and regulations.
- **Team Leadership:** Supervised and trained a team of staff, ensuring optimal performance, motivating employees, and maintaining high levels of customer service.
- **Customer Service Excellence:** Delivered top-tier service by addressing customer inquiries, resolving complaints, and ensuring a positive shopping experience.

**9 MAR 2018 to 30 Jan 2023**

### ZARA

- Give 100% customer service. Assisted customer service as per the brand standard.
- Handle all the customer requests to customer satisfaction.
- Visual merchandising and Replenishment of stock to be done on the sales floor as per standard.
- Keep maintain and attractive look our store & neat & clean.
- Assisting customer service in fitting Room. Follow the policy of fitting room (cross check trail Room where customer trial garment)
- Follow the policy of fitting room (cross check trail room where customer trial articles)
- Do running very fast whatever sizes need on shop floor & check the lock & unlock garments
- Achieve targets on daily bases. Also achieving additional target ( like ipod sales)
- Do closing well on time attractive folding & pilling as standard wise
- Keep wall standard wise Remove the excess ,lock & unlock
- Pack & unpack articles when camion is come

**1 years' 6 Month experience**

**16. AUG. 2016 TO 15. FEB .2018**

**Fabindia oversees pvt ltd**

- Order picking (garment & accessories) from the webstore
- Well packing & printing invoice that product & Handover to the courier
- Talking to the other store person about order
- Work under merchandiser (photoshoot)

**PERSONAL DETAILS**

Name - Raj kumar giri  
Father name- Baleshwar giri  
Nationality - Indian  
Hobbies – learn new thing

Date: \_\_\_\_\_

Signature