

# Kundan Singh

+918802164289

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Indian

kundan4789@gmail.com

Faridabad, India, 121003

linkedin.com/in/cr1m1

A seasoned professional with nearly 12 years of experience in the Marketing and Retail industries. Instrumental in the grand opening of Apple Saket, Apple's first retail store in India, as part of the NSO team. My expertise extends to public relations, retail operations, team handling, training new joined team members and government liaisons.

## SKILLS

- Sales Strategy
- Team Leadership
- Task Prioritization
- Workshop Facilitation
- Customer Retention
- Apple Expertise
- Visual Merchandizing
- Training Documentation
- Product Knowledge
- Retail Management
- Operations Management
- Coaching Techniques
- Large Format Retail
- Store Operations
- System Troubleshooting
- Training Development

## PROFESSIONAL EXPERIENCE

Mar 2023 – May 2024  
Saket, Delhi

**Apple Inc.** *Expert*

- Spearheaded New Store Opening at Apple Saket, mentoring entire team with international counterparts.
- Demonstrated technical expertise in accurately describing products and explaining extended warranty plans like AppleCare+ to customers.
- Proficient & extensive understanding of store operations and back-of-house (BOH) processes.
- Provided exemplary service by identifying customer needs and offering solutions for Apple products.
- Explaining benefit of Apple Ecosystem integration & services like iCloud, Apple Music, Arcade, AppleTV+
- Conducted product demonstrations to enhance team product knowledge & improve customer experience.
- Maintained an organized shop floor to ensure a seamless customer journey and elevate brand perception.
- Conducted training sessions for new hires, preparing them for the sales floor and instilling a commitment to delivering outstanding customer service.
- Developed and maintained strong relationships with customers to build loyalty and repeat business.
- Utilized customer feedback to drive continuous improvement in service delivery and product offerings.
- Monitored and analyzed sales performance metrics, implementing strategies to drive sales growth and improve team productivity.

Apr 2021 – Feb 2023  
New Delhi

**Futureworld Retail India** *Store Manager*

- Store Manager in analyzing sales data to identify trends and make informed decisions for improving overall store performance.
- Supervised daily operations to ensure a seamless and efficient customer experience.
- Managed cash registers, with accurate transactions, balancing drawers daily, minimizing discrepancies.
- Enhanced store appearance for increased sale by maintaining cleanliness & strategic merchandise display.
- Conducted regular staff training sessions to improve product knowledge and customer service skills.
- Collaborated with the Business Manager to set sales targets and develop strategies to achieve them.
- Prepared detailed sales and performance reports for senior management review.

Jan 2017 – Mar 2021  
Noida

**Iworld Business Solutions Pvt Ltd**, *Assistant Store Manager*

- Monitored and managed staff performance to attain target metrics both individually and team unit.
- Generated new business through effective prospecting, telemarketing, territory planning and relationship Building.
- Produced sales and team productivity reports for analysis, forecasting and improvement-related objectives.
- Certified Apple Expert 2018-19.
- Appreciated by partners and senior management for developing and refining marketing strategies that are responsible to market trends, product adoption and new engagement opportunities

Mar 2014 – Jan 2017  
Gurugram

**Microsoft** *Product advisor*

- Instrumental in Designing & Implementing sales plans to generate sales to achieve revenue targets of compliance software.
- Achievement of sales budget, handle customer complaints tactfully and effectively.
- Excellent resource balancing skills, inventory optimization .
- Achieved Microsoft Product Professional level in "Microsoft Expert-zone Training Online" program.

Nov 2012 – Mar 2014  
Noida

**The Mobile Store** Sales Associate

- Monitored sales performance of smartphones at Privilege Store in GIP mall Noida.
- Conducted regular reviews of business & working strategies on a weekly basis to ensure targets were met.
- Resolved customer queries promptly and provided effective solutions to enhance customer satisfaction.
- Analyzed sales data to identify trends and opportunities for improvement.
- Maintained up-to-date knowledge of Samsung products to provide recommendations to customers.
- Promoted to SmartGuru project to train in-store demonstrators across Delhi and NCR, enhancing their product knowledge and sales skills.
- Assisted customers with product setup, troubleshooting, and technical support.
- Provided tailored recommendations and solutions to meet target customers' specific needs.
- Maintained extensive knowledge of the latest Phones, updates, and trends.
- Analysed customer requirements to understand their needs and preferences.

 **SOFT SKILLS**

Active Listening

Problem Solving

Teamwork

Customer Oriented

Analytical Skills

Collaboration

Constructive Criticism

Adaptability

Time Management

Attention to Detail

Decision Making

 **EDUCATION**

2016 **MBA in Retail Management** *Monad University , Uttar Pradesh*

2012 **Bachelor of computer applications** *IASE , Rajasthan*

 **LANGUAGES**

English



Hindi

