

# Resume

PANKAJ KUMAR

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**Current Address-** New Ashok Nagar New Delhi-110096

## Job Objective:

9+ years of experience in retails Industry. Seeking to obtain a position in a challenging retail environment that will allow me to utilize my skills obtained while working as a Manager.

## Professional Skills:

- Leadership and Management,
- Strong analytical and Problem solving,
- Proficient Microsoft office and other relevant software application,
- Multiple Store Management,
- Build relationship with Franchisee partners & Customer.
- Strong customer service skill to handle customer complain and resolve issue.
- Highly organised with ability to multitask and prioritize task effectively.

## Employment History:

### **1. Business Development Manager, 10/2023 to 05/2024. Starex Dry Cleaner Pvt. Ltd. Ghaziabad.**

- Responsible for driving franchisee sales growth, Marketing Promotion & Increasing enquiry.
- Oversaw the daily franchisee sales and operation in a specific region.
- Maintain strong relationship with Franchisee partners, Customer and Vendor.
- Resolve problems, improved sales & operation and provide exceptional service.
- Managing day to day 25 stores and handling team size are 35 members in my team including COCO and FOFO stores.
- Provide excellent customer service by addressing customer complain.
- Manage and motivate team of employees including hiring & training.
- Monitor and analyse sales data to identify trends and opportunities growth.
- Preparing Dailey Sales Report and shared with head of department.
- Preparing company promotion by Offline Marketing Promotion and Online.
- Developing Franchises partners and franchise business.

**2. Area Manager, 11/2022 to 5/2023.**

**Legero Lighting India Pvt. Ltd. Sector 63 Noida.**

- Developed sales strategy based on research of consumer buying trends and market conditions in Electrical department.
- Improved Sales & operations through consistent hard work and dedication.
- Resolve problems, improved operations and provide exceptional service.
- Handling 1 stores and team size is 5 members in stores.
- Maintain energy and enthusiasm in fast – paced environment.
- Monitoring of daily on sales, store operations & inventory stock.
- Preparing Dailey Sales Report and shared with head of department.
- Hired, trained and developed for various positions throughout the store.
- Direct Report to MD & NSM

**3. Area Manager, 04/2016 to 02/2020.**

**Shield Auto Glass Limited (Windshield Experts)-Gurgaon, Haryana**

- Tracked and analysed sales and customer trends in order to maximize sales in Car Glass replacement department.
- Improved Sales quarterly up to 20% & Operations 100% through consistent hard work and dedication.
- Resolve problems, improved operations and provide exceptional service.
- Handling 10 stores and team size is 30 members in stores .
- Maintain energy and enthusiasm in fast – paced environment.
- Monitoring of daily sales, operations, stock & Sales report on daily Basis.
- Direct Report to NSM & CEO.

**4. Assistant Store Manager, 03/2014 to 04/2016.**

**Wills Lifestyle Fashion Store - Noida, UP.**

- Responsible for manage opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Responsible for reconciled daily sales transactions to balance and log day-to-day revenue.
- Responsible for walked through store areas to identify and proactively resolve issues negatively impacting operations.
- Responsible for coached sales associates in product specifications, sales incentives and selling techniques, significantly increasing customer satisfaction ratings.

**5. Sales Executive, 01/2012 to 03/2014**  
**Big Bazaar & Home Town – Noida, UP.**

- Responsible for achieving daily and monthly sales goals as assigned by company leadership.
- Maintained a strong knowledge of company products, pricing plans, promotion and service features.
- Understand customer needs and helped them discover how our products meet those needs.

**Educational:**

<b>Degree</b>	<b>Board/University</b>	<b>Institution</b>	<b>Year</b>
MBA	SMU	AIIT ,DELHI	2014
BCA	INTEGRAL UNIVERSITY	UPTEC, LUCKNOW	2010
XII	UP BOARD	HIC, PRATAPGARH	2006
X	UP BOARD	JIC PRATAPGARH	2004

**Personal Attributes:**

Self-Confident, Transparency, Optimistic & hardworking.

**Personal Details:**

<b>Father's Name</b>	MR. Raj Narayan Pandey
<b>Date of Birth</b>	4 <sup>th</sup> July 1988
<b>Gender</b>	Male
<b>Nationality</b>	Indian
<b>Marital status</b>	Married
<b>Permanent Address</b>	Lakudi, Bhatni, Lalaganj, Pratapgarh, UP 229410

**Declaration:**

I hereby declare that all the above statements are true and correct to the best of my knowledge and belief.

Date:

Place:

(PANKAJ KUMAR)