

Balistar

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Profile: 7 year Experience in Retail operations, sale, customer service & loyalty Program. Keeps the customer's interest on top priority list, but also to ensure that all processes are met, and quick to implement all the learning that I had.

Career Objective: Seeking managerial assignments with a reputed & professional Organization, which offers ample opportunities, growth prospects and associated responsibilities matched with the adequate authority.

Professional Experience:

- **RELIANCE RETAIL LTD. HANDLING CASH AND CSD AT GREATER NOIDA FROM MARCH '17 TO TILL DATE:-**

Store cash handling responsibility:-

- Responsible for daily cash deposit and store expense and DSR updating.
- Responsible for create PO for consumables and follow with vendors for the same.
- Responsible for Daily, Weekly, Monthly reports related of sale, cash management, store expenses, stock, staffing, etc.
- Responsible for maintain all register as Customer exchange, lost and found, float, store expense and PIS.
- Responsible for DMS of all EB brand, marketing and VM invoices.
- Responsible for Scroll and DMS of all utilities bill and follow with commercial team for timely payment.

Customer Service Desk Responsibility

- To maintain and report the data of First Citizen Conversion, Membership, Feedback forms, GAN Reports, Credit notes and altered products to Unit Head and Respective Managers.
- To calm down annoyed/dissatisfied customers upon service related issues by providing best options that can satisfy and delight the customers..
- Coordinating with Vendors to get repaired merchandise status & to get on time.
- To achieve the monthly target of Membership Enrolments.
- PD & customer data entry

- **Qualification:**
- B.Com from ccs University.
- 12th from UP Board.
- 10th from UP Board.
- **Personal Profile:-**
 - Date of Birth: - 01th May 1988
 - Marital Status: - Marriage.
 - Language known: - Hindi, English.
 - Father name: - Lt. Satya pal Singh.
 - Address: - MalakPur GREATER NOIDA
 - Hobbies: - reading books.

(Balistar)