

Raj Bahadur

Contact Details: 9654507439

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Career Objectives

- Intend to build a career with a leading corporate of high-tech environment with committed and dedicated people.
- To learn, improve & enhance my knowledge constantly, promote innovation and flexibility for achieving organizational goals and set standards for others to emulate.

Experience

ZEPTO

Designation: Dark Store Manager

Dec 2021- till now

Roles & Responsibilities: -

- Manage The whole operation of Dark Store.
- Inventory Management.
- Taking care of store audit weekly and monthly.
- Regular briefing on daily and weekly budget and comparison on sales from last month.
- Ordering of cold and dry store items for all stores. • Plan and execute new promotions in respected stores.
- Handling customer queries and complaints with 100% efficiency.
- Handling Cash Team and taking Hand over after the shift.
- Banking on daily basis.
- Follow all company and safety and security policies and procedures.
- Ensure uniform and personal appearance are clean and professional.
- Handling petty cash for store and staff welfare records.
- Keep all record of staff leave, attendance, performance, appraisals.
- Prepare all the sales reports (Daily sales report, Banking report and System reports)

Future Retail Ltd

(Easyday-SuperMarket)

Designation: Store Manager

Oct 2020 – Dec 2021

Roles & Responsibilities: -

- Welcoming Customer and Provide The Best Service and Product Knowledge.
- Focus to increase turnover of the store sales with the help of marketing activities.
- Focus to control store expenses and increase store margin.
- Handling online business respected our store. Focus on fulfilment, order should be delivered within the TAT with good customer service.
- Focus to control store shrink with adherence on store process and keep an eye on all the activities of the team and make them learnt how to control shrink.
- Focus to maintain store standards as well as hygiene of the store.
- Work for growth of the store team. Make them trained about the process and enhance computer skills.
- Focus to keep correct store inventory. So that replenishment system can be worked smoothly.
- Marketing Planning to get enrolment done of new membership with proper pre planning. right execution on the right place.
- Work on closing customer complaints as well make them satisfied for their issues.
- Work on Expiry management
- Work on the all-outward inward as per company norms
- Daily work on section management
- Weekly work on Sap qty vs Physical qty
- Deep work with SAP
- Team roistering
- Daily team briefing

Ximivogue Lifestyle

Designation: Store Manager

Roles & Responsibilities: -

Sep 2018 - Sep 2020

- Provide excellent service and create good shopping environment
- Store visual display and inventory management.
- Handling front & back operation of the store.
- Giving store target and maximize the store busniess.
- Handling the ordering Goods.
- Handling the staff training and Developing
- Handling the all marketing and promotion activity.
- Keep all the store and stockroom always Clean & Organize.
- Handling Cash Team and taking Hand over after the shift.
- Process all payment methods. Resolve any discrepancies and secure bank deposit.
- Follow all company and safety and security policies and procedures.

- Ensure uniform and personal appearance are clean and professional.
- Handling petty cash for store and staff welfare records.
- Keep all record of staff leave, attendance, performance, appraisals.
- Prepare all the sales reports (Daily sales report, Banking report and System reports)

- **Store Opening In charge**

- 1.Ambience Mall
- 2.Kamla Nagar
- 3.Karol Bagh
- 4.Sarath City Hyderabad
- 5.Rohini City Center
- 6.Rajouri Garden

Wills Lifestyle

June 2015 - May 2017

Designation: Sr. Customer Associate

Roles & Responsibilities: -

- Greeting the customer and provide excellent service.
- Store visual display and inventory management.
- Taking care of all the back-end operation in absence of the
- Store manager.
- Encourage building customer relationship for higher customer Retention.
- Always offer Alternative to the customer & maintain the floor.
- Achieving the weekly / Monthly Targets.
- Keep Stock Room Always Clean & Organize.
- Process all payment methods. Resolve any discrepancies and secure bank
- deposit. Follow all company and safety and security policies and procedures.

Admin Task: -

- Assist Store Manager to Taking Inventory.
- Prepare daily sales reports
- Filling the Delivery Notes and Bills.
- Receiving stock
- Supervise Housekeeping to Manage the Store Ambiance.
- Maintain stock room
- Handling the petty cash.

Zara India select city walk
Designation: Sr. Cashier/Customer Service
Roles & Responsibilities:

JUNE 2012 - May 2015

- Greeting the customer and service
- Ensure setting up conducive environment at the store
- Create seamless customer service orientation among
- Employees by ensuring timely and efficient Customer service.
- Handling the cash Team & Take the proper handover after the shift /Change
- Process all payment methods. Count bank at end of shift, complete designated
- Cashier reports, resolve any discrepancies and secure bank
- Follow all company and safety and security policies and Procedure's report
- Accidents, injuries, and unsafe work conditions reports to the Manager

Education

Institution	Year	Qualification Obtained
Delhi University	2011	B.A. (Prog)
Senior Secondary (10+2)	2007	CBSE
Secondary Examination (10)	2005	CBSE

Language Skills:

English

Hindi

Computer Literacy:

Hardware

Networking

Windows 2000/XP/8/10

MS-OFFICE, and Internet

Personal Details	
Date-of-Birth	16th OCT 1988
Sex	Male
Father	Sh. Gagan Bhahadur
Nationality	Indian
Languages Known	English, Hindi,
Hobbies	Playing Cricket Visiting new places
Permanent Address	F-13/79 Sector 15 Rohini Delhi 110089

(Raj Bahadur)