

Gaurav Kumar

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Professional Summary

Dynamic Floor Manager with proven expertise at Libas in team building and stock management. Enhanced customer satisfaction through effective problem resolution and staff training. Successfully led a team of 25, ensuring operational excellence and achieving sales targets.

Floor Manager|Libas Lajpat Nagar - February 2024 - Current

- Managed store inventory and stock levels to maintain availability of products.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues, and difficult customers.
- Managed team of 25 employees to maintain smooth-running operations of shop floor.
- Developed staff scheduling plans that ensured adequate coverage during peak hours without compromising on service quality.
- Improved customer satisfaction by addressing and resolving concerns promptly and efficiently.

Sales Associate/Shoppers Stop Vasant Kunj, India - August 2023 - January 2024

- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.
- Assessed customer needs utilized suggestive selling techniques to drive sales.
- Answered customer questions about sizing, accessories, and merchandise care.

Cashier|PVR Cinemas Saket - November 2016 - August 2020

- Counted money in cash drawers at beginning and end of shifts to maintain accuracy..
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.

Education:

Delhi University
Bachelor of Arts-- 2021

Skills:

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|--------------------------|---------------------|-----------------------|
| 1. Department management | 2. Stock management | 3. Team building |
| 4. Customer relations | 5. POS systems | 6. Store maintenance. |

Personal Details:

- D.O.B : 06 April 1994
- Marital status : Single
- Visa status : Full Working Capabilities.

