

Manbahadur Poudel

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I am a professional retailer with extreme passion of sales and business development worked for luxury brands like lifestyle

Holland&Barrett ,Dr.Organics ,Mama earth,Avene,LRP, many more... and excellent experience in customers dealing ,revenue generations ,transactions handling with POS System with 8 years in retail stores -Apollo pharmacies Ltd for exclusive Health and lifestyle Retail Stores. Currently looking for new exciting opportunities to explore and utilise my skills and experience in every aspect of my job.

Willing to relocate to: Delhi, Delhi - Noida, Uttar Pradesh - Gurugram, Haryana

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Personal Details

Date of Birth: 1988-11-04

Highest Career Level: 5+ years experience

Industry: Beauty & Wellness, Business Operations, Customer Service, Healthcare, Retail, Sales

Total years of experience: 9

Work Experience

Associate

GEM OPTICIANS-Delhi, Delhi

Full-time

0-15 days notice period

June 2025 to Present • Full-time

- Client relationship and funnel management
- Data management
- Walking capture and enquiries management
- Store operations and sales
- Stock management
- Customer data and relationship management
- Follow ups ,enquiry, lead conversion
- Administrative co-ordination with Team

Sales Executive

Apollo pharmacies Ltd. (Lifestyle&wellness) retail stores-Delhi, Delhi

Full-time

March 2016 to January 2024 • Full-time

- Full-time
1. Planning business of retail store , managing Ambience and store operations.

2. Opening , Setting, Handling, managing transactions in POS SYSTEM.
3. Completing live unloading of other types of merchandise
4. Assisting in stocking the sales floor as assigned and providing customer service
5. Contributes to a safe, clean and hazard free work environment
6. customers dealing as per demand of customers assist and advice for the needed products
7. upselling and cross selling within in the interest of customer.
8. working in a team to achieve sales key result areas
9. manage time and co ordinate with team fellow in rush hours
10. Stock receive and arrangements with company adherence and policy
11. follow the FIFO process for the correct liquidation of stock and for the revenue generatio
12. inform and promote the seasonal sales offers , bogo offers , big deals and other promotion activities
13. Ensures customer satisfaction and customers long term retention, post sales services and care.
14. Complaints handling and Deliver quick resolutions As per company Norms and policies.
15. ensure a cleanliness safety and ambience in store
16. arrangement of stock indents manage ROL and ROQ level
17. timely participate actively in training and development sessions as per company policies

Education

B.A in Humanities

University of Delhi-Delhi, Delhi

Correspondence/distance learning | April 2010 to May 2012

Diploma in Hospitality Management

University of Delhi Bharatiya vidya bhawan-New delhi, India Delhi, Delhi

July 2010 to June 2008

Skills / IT Skills

- Lead generation
- Sales (8 years)
- Communication skills (8 years)
- Customer retention (8 years)
- Sales
- Hindi
- POS (8 years)
- Microsoft Excel
- Customer relationship management (8 years)
- Expert
- Customer service
- Negotiation
- Retail sales (8 years)
- Native
- Time management

- Retail management (8 years)
- Microsoft Office
- Cross sell ,upsell (8 years)
- Mother tongue(s): Hindi UNDERSTANDING SPEAKING WRITING Listening Reading Spoken production
Spoken interaction ENGLISH C1 C2 C1 C1 C2 HINDI C2 C2 C2 C2 C2 GERMAN A1 A2 A1 A1 A2 Levels:
A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user
- Inventory control (8 years)
- Customer service (8 years)
- Communication skills
- English
- Business development

Certifications and Licenses

Digital skills and planning

May 2023 to Present

Digital skills set

Planning and organising

Digital Assets handling and utilisation

System learnings like

Pos and anydesk, troubleshootings, internet services and uses.

Team work November 2023 to Present Team work skill set certified

March 2023 to Present

Team work certification

Customer centricity

October 2022 to Present

Customer handling and dealing

Customer satisfaction and retention

Customer behaviour and analysis