

CONTACT

Shubham Singh

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OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EDUCATION

2015	<ul style="list-style-type: none">Dalimss, Varanasi Class X 74.1%
2017	<ul style="list-style-type: none">Dalimss, Varanasi Class XII 61.4%
2017-2020	<ul style="list-style-type: none">Veer Bahadur Singh Purvanchal University Bachelor Of Arts 59%

EXPERIENCE

November 2020 - May 2022	<ul style="list-style-type: none">Center Manager Tej Solutions (Samsung Service Centre)<ul style="list-style-type: none">Managing the complaint of the customers on CRM and providing the solution to the customers by sending engineers.There my responsibility is managing centre operations, and provides leadership in strategic and operational planning.Manage escalated feedback from customers and providing them solutions.Set the centre's Key Performance Indications (KPIs).Drive improvements on systems, processes, operations and risk management initiatives.
July 2022 - March 2023	<ul style="list-style-type: none">Sales Executive Aditya Narayan Hyundai, Varanasi UP<ul style="list-style-type: none">Negotiate terms, pricing, and contracts with clients to secure deals while maintaining profitability for the company.Convert leads into sales by resolving client concerns and guiding them through the purchasing process.Set and track sales goals and implement strategies for driving growth.
April 2023 - Jan 2024	<ul style="list-style-type: none">Assistant Manager Brijlax Honda Varanasi UP<ul style="list-style-type: none">Train new employees in their daily job duties to ensure the highest standard of work.Greeting customers and identifying their needs and preferences.Oversee 7 employees during each shift to ensure productivity and focus.Ensure that all employees arrive to work on time and in the correct uniforms

Feb 2024 - Currently
Working

- Identifying customer requirements and support them through their purchase journey.
- **Store Manager**
Ola Electric
 - Maintain outstanding visual merchandising standards and a welcoming store atmosphere.
 - Train Assistant Store Manager on leadership responsibilities.
 - Deliver exceptional customer service, ensuring high levels of customer satisfaction.
 - Recruit, select, orient and train employees.
 - Protect employees and customers by providing a safe and clean store environment.
 - Address customer complaints and concerns in a professional and timely manner.

SKILLS

- Strong Communication and Interpersonal Skills.
- Time Management.
- Staff Management.
- Store Operations.
- Problem Solving.