

# AFTAB KHAN

## Store Manager

Experienced and result-oriented store manager with three years of managerial experience in retail environments. Motivated professional with strength in supervising and training employees on exceptional customer service etiquette and sales techniques. Adept in employee relations, inventory organization, and visual merchandising. Prepared, organized, and trained in product knowledge and store regulations. Committed to create an environment that is conducive to achieving increased sales and customer satisfaction.

## Education

### **BACHELOR OF BUSINESS ADMINISTRATION | 2010- 2013**

Graduated from JAMIA HAMDARD UNIVERSITY in Business studies (BBA)

### **INTERMEDIATE | 2010**

Intermediate from RAJDEO SINGH COLLEGE, SIWAN  
BIHAR SCHOOL EXAMINATION BOARD, PATNA

### **MATRIC | 2008**

Secondary school from A Q ANSARI HIGH SCHOOL, CHAPRA  
BIHAR SCHOOL EXAMINATION BOARD, PATNA

## Experience Work

### **STORE MANAGER**

06/2018 - Current | S K FOOT CARE,  
Chapra, Bihar, India

- Overseeing the daily operations of a store, making sure it runs smoothly and effectively. Motivating sales team, creating business strategies, developing promotional material, and training new staff.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Coordinated weekly conferences with store associates to communicate sales and customer service goals.
- Resolved customer service issues promptly.
- Examined merchandising to verify correct pricing and attractive displays.
- Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.
- Submitted reports to senior management to aid in business decision-making and planning.



## About Me

Detail-oriented, efficient and organized professional with extensive experience in Retail management, Accounting and finance. Increased customer satisfaction and bottom-line revenue by expending product lines, offering special promotions and building loyalty club membership.

## Skills

Relationship building & management

Team leadership and coaching

Visual Merchandising

POS systems

Sales expertise

Strong Customer service skills

Superior Management skills

High level of flexibility

Ability to adapt to different customers

Great written and verbal communication skills

Natural talent for motivating and developing teams

## PERSONAL INFORMATION

DATE OF BIRTH : 10 January 1994

SEX : Male

MARITAL STATUS : Married

NATIONALITY : Indian

LANGUAGE : Hindi, English, Arabic

PASSPORT NO : N0400474

## CONTACT INFORMATION

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Bihar, India, 841301

## SALES REPRESENTATIVE

12/2016 – 02/2018 | Delta Marketing Co.  
(adidas), Riyadh, Saudi Arabia

- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Received and processed stock into inventory management system.
- Worked flexible schedule and extra shifts to meet business needs.

## CLIENT RELATIONSHIP PARTNER

09/2014 – 09/2015 | Yes Bank Ltd,  
New Delhi, India

- Opened new current & saving accounts according to laid down rules and guidelines.
- Planned portfolio solutions after carefully analyzing clients' financial health and future requirements.
- Assisted customers with needs such as opening accounts, depositing or, transferring funds, updating account details and signing up for new services.
- Contributed to bank marketing and awareness campaigns to grow customer base.
- Achieved sales goals and service targets by cultivating and securing new customer relationships,
- Collaborated with upper management to implement continuous improvements and exceed team goals.

## BUSINESS DEVELOPMENT EXECUTIVE

09/2013 – 09/2014 | Axis Bank Ltd,  
Gurgaon, Haryana, India

- Opened new current & saving accounts according to laid down rules and guidelines.
- Identified opportunities and cultivated new business through 100 new cold calls per week.
- Sought out new clients and developed client relationship through networking, direct referrals and lead database.
- Developed and executed strategic initiatives to implement key changes and improvements in business development and sales programs.