

RESUME

ANAND KARANJKAR

Email Id: anandkaranjkar@gmail.com

Contact: + 91-9881071585 / 9307426915

ADMINISTRATION, STORE MANAGEMENT & BUSINESS DEVELOPMENT PROFESSIONAL

To merge into a dynamic organization that will strategically utilize my existing skill sets while providing opportunities to amalgamate personal enrichment with professional growth.

PROFILE

- ✦ Target oriented professional offering over 10 years of experience with proven managerial acumen backed by focused energies fostering business growth and target achievements, gathered experience while serving Tanishq, Volkswagen, Skoda and Reliance Jewels in Nasik.
- ✦ Excellent planner with proven abilities in accelerating growth and generating customer loyalty levels while managing process verticals with strong background in implementing process improvements and quality initiatives for desired performance levels.
- ✦ Maintaining quality service by establishing & enforcing company standards, maintaining an efficient ordering system to ensure that all necessary store supplies are available as needed resulting into an enhancement to portfolio to yield improved business results.
- ✦ Steadily increased revenues through strong focus on customer service, excellent merchandising, and teamwork; proficient problem solver and keen strategist with comprehensive skills set to develop business plans and drive implementation in real time sales environments.
- ✦ Solutions oriented approach with excellent relationship skills, successfully and consistently delivering the responsibilities of Revenue Generation, Profitability, Market Share and Customer Satisfaction.

Core Competencies

Business Development ~ Client Relationship Management ~ Stock Management ~ Store Promotional Activities ~ Workforce Management ~ MIS Reporting ~ Report Generation ~ Strategic Planning

PROFESSIONAL EXPERIENCE

Shree Balaji Group.(Builder & Developers)

April 2020 Till date

Manager/PA to MD

- Day to day Meetings, Staff management, Staff Salary, Attendance Monitored the sales staff in respect of customer service, immediate replacement after sales, personal hygiene & grooming, attendance / punctuality.
 - Reliable Personal Assistant with track record of initiative and accuracy.
 - Highly organized and consistently anticipates needs of clients.
 - Skilled multitasker proficient in and correspondence management.
 - Creative Personal Assistant offers best-in-class support.
 - Travel arrangement expert focused on budget-conscious options and client satisfaction.
 - Brings polished, professional telephone etiquette and advanced computer abilities.
 - Highly capable Personal Assistant skilled at prioritizing tasks with ease.
 - Bringing several years of experience supporting executives with high-stress and high-profile careers.
 - Detail-oriented administrative professional with superb people-skills and public relations experience.
 - Business-savvy with excellent decision-making skills.
 - Contributing to team projects while demonstrating individual leadership, management and administrative support.
 - Offering excellent communication and good judgment.
 - Dedicated professional with history of meeting company goals utilizing consistent and organized practices.
 - Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.
 - Ready to help team achieve company goals.
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SKODA

2015 to March 2020

Senior Car Sales Executive

- Meeting sales goals, the motivation for sales, selling to customer needs, financial skills, documentation skills, telephone skills, listening, verbal communication, customer focus, job.
 - Processing payment for products or service may maintain customer preference records.
 - Assisting the customer in selecting products/services, answering questions, and checking stock and availability.
 - Attending special training on products/services to understand the product features, trends, or styles of the products/services.
 - Selling the organization's products/services to new or established customers typically via walk in business.
 - Developing the buyers by maintaining rapport with previous customers and suggesting trade ins.
 - Greeting drop-ins, responding to inquiries, recommending sales campaigns and promotions.
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Reliance Retail Ltd. (Jewel)

Apr 2013 to May 2015

Store Manager

- Managing complete operation of the Store.
 - Manpower Management.
 - Maintained Inventory level of stock according to sales expectations in sales Promotions & maintaining proper process related to sales and indenting.
 - Ensured target achievement as prescribed by the management through effective strategies & customer handling.
 - Mentored and provided sales team to achieve set goals and help them to improve on their soft skills.
 - Coordinated with the client regularly to inform them about new offers and arrivals.
 - Monitored the inventory and storage place and ensured the materials are kept in order.
 - Interacted with the customers to understand their needs/ requirements while assisting them for the required services and maintaining customer relationships to build future perceptiveness.
 - Conduct weekly training courses for staff, and discuss the issues related to Customer Satisfaction & Likewise. Make them realize the importance of Customer delight to make a memorable shopping experience for every customer.
 - Also take initiative to get feedback and promptly acting on it. Follow up taken on Customize products and deliver them on given time.
 - Organize a get-together for valued customers and take feedback as in to improve sales and service to become world class service provider.
 - Effective BTL activity to create Brand Awareness & drive footfalls.
 - Reporting directly to Regional Manager.
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VOLKS WAGEN. Nasik.

Feb 2011 to Apr 2013

Volkswagen Group Sales India Pvt. Ltd. Certified Sales Consultant. IBT Certification Program (International Basic Training) For 25 months straight, I was a standout performer.

Volkswagen gave me a 5-day, 4-night international trip as a reward for my top performance.

Senior Sales consultant

- Walk-in customers must be attended to and demonstrate the products as per their requirements.
 - Arrange the events at commercial places, nearest towns, cities & industrial area to grow the average of sale.
 - Introduced the customers to all models of cars.
 - Explain all features available in the car & suggest the customers for best choice.
 - Co-ordinate with bank & give exclusive Finance scheme for customers.
 - Attending all sales events arranged by company & dealership.
 - Ensure to do a daily sales report in always-updated format.
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Store Manager

- Monitored the inventory and storage place and ensured the materials are kept in order.
- Monitored the sales staff in respect of customer service, display maintenance/ immediate replacement after sales, personal hygiene & grooming, attendance / punctuality, and their welfare.
- Involved in bar coding the products, entering the stocks in the system, preparing stock transfers to sister concerns, and personally supervising that the materials are packed and dispatched in an ordering manner.
- Interacted with the suppliers/manufactures through mail / telephone for placing orders, approving new designers / designs, giving suggestions etc.
- Coordinated with the client regularly to inform them about new offers and arrivals.
- Prepared Daily Sales Reports, and accountable for purchasing of stationery and packing materials for the store.
- Maintained Inventory level of stock according to sales expectations in sales Promotions & maintaining proper process related to sales and indenting.
- Increased brand visibility and generate queries and leads while conducting promotional activities within given budget and time frame with the help of subordinates.
- Ensured target achievement as prescribed by the management through effective strategies & customer handling.
- Accountable for handling the cash while maintaining the records for the same.
- Mentored and provided sales team to achieve set goals and help them to improve on their soft skills.
- Handled customer objections, maintaining customer feedback, and updating them with product information and various promotional offers.

Administration

- Look after administration related to employees.
- Monitoring and control on security, Telephone, Courier.
- Strictly monitoring on Plan House Keeping as per checklist & schedule.
- Preparing various contracts like Courier Agreement, Vendor Contract, Security Agreement, Contractors Agreements, etc.
- Checking monthly bills of various service providers, contractors, vendors, etc.
- Updating of Insurance Policies.
- Faced internal & external Audits / Inspection.
- Prepare Daily collection Report.
- Ensure the daily sales report is always updated.
- To monitor & evaluate section staff's works performance and attendance at work on a day-to-day basis.

Staffing:

- Generate a high level of morale & enthusiasm within the department.
 - To prepare schedule of staff & maintain sufficient availability of it.
 - To handle staff grievances related to work.
 - Ensuring all staff perform their duties and responsibilities as per the job description given to them.
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The Institute Of Computer Accountants (ICA)

Nov 2006 to Mar 2009

Placement & Administration Manager**Personnel:**

- To search for vacancies and place students in various fields.
- To meet HR, directors, managers for the requirements and to have tie-ups with them.
- To maintain database of students.
- To prepare them for interviews, conduct group discussions, debates, grooming & soft skills training etc.
- To look after administration.
- Daily attendance, leave posting, maintain leave record.
- Routine function of personnel dept. with the proper co-ordination with other departments
- Discuss with departments heads regarding identification of training needs of Students.
- To arrange training for Students for continual improvement in work, quality, & culture.
- Organize training programs as per the identified training needs.
- Formulation of annual training calendar in line.

Training:**Administration:**

- Hospitality services to the dignitaries visiting the organization.

- Monitoring and controlling all departments.
 - Strictly monitoring on House Keeping as per checklist & schedule.
 - Preparing various contracts like courier Agreement, Security Agreement, and Contractors Agreements.
 - Checking monthly bills of various service providers, contractors, vendors, etc.
 - Updating of Insurance Policies.
 - Finalization & implementation of various annual maintenance contracts with concerned agencies
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Trainings

Managers or Leaders - Titan Industries Ltd. **India**

Attended **SPARK** training at Reliance Retail Ltd. **India**

EDUCATIONAL QUALIFICATIONS

B.com in 1996 from B.Y.K College affiliated to the University of Pune

Date of Birth: 11th Jan 1974

Languages Known: English, Hindi & Marathi

Marital Status: Married

Permanent Address: A-1, Sanjula Apartment, Opp to Nirmala Convent, Gangapur Rd, Nasik-422013

Anand A Karanjkar