**CURRICULAM VITAE**

**Priyanka Jagannath Magar**

Email:magarpriyanka916@gmail.com

**Job Objective**

To work in challenging environment for my personal as well as organizational development to deliver my duties to the best of my capabilities.

**Synopsis**

A Dynamic professional with 13 Years’ rich experience in Client Relationship Management. Excellent Interpersonal, communication and organizational skills with proven abilities leading motivated Teams toward s achieving organizational goals.

**Work Experience**

Working with **CROMA Store- TATA Enterprise** as a **Customer Service Desk** since August- 2021

# Job Responsibility: Customer Service Associate

* Resolving all kind of customer Grievances.
* Helping the customer with exchange/return of products.

Worked in **Nexa Service Center** as a **Customer Service Associate (Service)** from January-2021 to August-2021.

# Job Responsibility: Customer Service Associate

* Resolving all kind of customer Grievances.
* Check with the Insurance company about the insurance covered by company.
* Helping the customer with Repair & Service of products.

Worked in **Reliance Jewels Store** as a **Customer Service Associate (Sales)** from April-2018 to October-2019.

# Job Responsibility: Customer Service Associate

* Sales Target achievement.
* Maintaining inventory.
* Maintaining display in the section.
* Customer feedback.

Worked in **Nupur Cinemax** as a **Customer Service Associate & Cashier** from January-2016 to February 2018.

# Job Responsibility: Customer Service Associate & Cashier

* Taking care of Billing process
* Engaging the customer while billing and providing blissful experience.
* Up sale suggestions to the customer.

Worked in **Satyam Cineplex, Prozone Mall** as a **Cashier** from July-2011 to December 2015.

# Job Responsibility: Cashier

* Billing of merchandise.
* Engaging the customer while billing and providing blissful experience.
* Up sale suggestions to the customer.

Worked in **MORE Mega Store** as a **Customer Service Associate (Sales)** from October-2010 to June 2011.

# Job Responsibility: Customer Care Associate

* Sales Target achievement.
* Maintaining inventory.
* Maintaining display in the section.
* Customer feedback.

# Retail Operations

* Driving the top–line and bottom line with respect to Sales revenue targets
* Enhancing the customer experience with high customer service levels and excellent store upkeep
* Negotiating for Events, Promotions and Offers with Brands leading to increased walk-ins and higher conversions
* Maintaining effective Visual display of merchandise to ensure customer convenience and higher sales

# Inventory Management/ Procurement

* Efficiently managing the availability stock in sync with customer requirement and seasonal trends
* Ensure on time feedback to Vendors, Merchandisers and Buyers regarding moving and non-moving items.
* Ensure on time feedback to Vendors, Merchandisers and Buyers regarding moving and non- moving items.

**Customer Relationship Management**

* + Maintaining cordial relations with customers to sustain the profitability of the business
	+ Maximizing customer satisfaction level by on time delivery  Monitoring customer complaints, providing efficient services  Handling customer grievances and resolving issues.

 **Academia**

* + - MS.CIT Dolphin institute Aurangabad.
		- M.A from Rashtriya College of Arts (BAMU University) Appeared.
		- B.A from Rashtriya College of Arts (BAMU University) in April 2014.
		- HSC from Aurangabad Board in 2011.
		- SSC from Aurangabad Board in 2009.

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| **Personal Vitae** |
| Name: Priyanka Jagannath MagarDate Of Birth: 13th September 1993Marital status: UnmarriedLanguages Known: English, Hindi, and MarathiResidential Address: Plot No.11, Gully No. 03, New Ganesh Nagar,AurangabadContact Number: 9823463244Hobbies: Music, Movies |
|  **Declaration**  |

I hereby declare that all the information provided by me in this resume is factual and correct to the best of my knowledge.

**Place:** Aurangabad **Priyanka Jagannath Magar**