**Career Objective:**

Performing the best out of my skills, knowledge and experience for the organization while contributing to organizational goals and try to reach at a position, where my initiative contributes towards the growth of an organization.

**Work Experience**

1. **Organization: Bharti Airtel** , Delhi(since Feb 2017)

 **Designation: Retail Store Manager**

 **Roles & Responsibilities:**

* Handling a store includes a Team of 5 CRO’s.
* Brand Management, sales & marketing of the Products involved at the Store.
* Providing Service and enhancing sales from small and medium sized B2B and B2C businesses to develop effective ROI driven at the store.
* Handing Customer Queries and complaints and providing quick resolution.
* Maintain records of contacts and accounts in CRM system with daily and periodic reporting.
* Walk-in, telephonic and Emails correspondence to respond to customers or to follow up initial sales contact.
* Achieving Daily Sales and Monthly Sales target.
* Assigning Monthly Sales, Dongle & Quality targets to executives.
* Maintaining churn data and analysis to keep a track and retain base of customers.
* Ensuring to have adequate stock and billing at store.
* Providing training and learning program to the executives.
1. **Organization:** Vodafone mobile services, Delhi( Jan 2015 Dec 2016)

 **Designation: CRE (greater)**

 **Roles & Responsibilities:**

 Taking care of quality.

 wait time and floor handling.

 Retention Handling, MVA and escalations.

 **Designation:** Customer Relationship Executive (Jan 2013 Dec 2015)

 **Roles & Responsibilities:**

 Taking care of quality C-SAT and DA.

 Sale postpaid, data, prepaid.

  Customer query and escalations.

 **Designation:** C.S.A Delhi (Jan 2010 Dec 2013)

 **Roles & Responsibilities:**

 Taking care of quality C-SAT and DA.

 Sale postpaid, data, prepaid.

  Customer query and escalations.

**Educational Qualification**

1. **Graduate from M.J.P University in 2008.**
2. **12th pass from in 2005.**
3. **10th pass from in 2002.**

**Personal Details**

**Name :** Ravinder Singh

**Date of Birth :** 14thsep 1987

**Father’s Name :** Manjeet Singh

**Present Address :** a56 2nd floor Sainik Nagar Uttam Nagar delhi-110059

**Languages :** English, Hindi, Punjabi

**Hobbies : listening** music

**I hereby declare that the information given above is true to the best of my knowledge.**

**Place: Delhi (Ravinder Singh)**

**Date: 29-07-2018**