# Ravi Shankar

**Mob- 9720587652/9870862064**

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## Looking for challenging opportunities in Operations, Support & Profit protection with an organization of high reputation in the Retail or service Industry.

* Expertise in managing the complete Operations including security, SOP, shrinkage control, inventory level maintenance through efficient Support management & customer service.
* Well versed in managing the operations, shrinkage control & SOP audits to ensure all data management is correct, experience in identifying & implementing process improvement initiatives with vendors and cross-functional teams.
* An effective communicator with excellent relationship building and leadership skills.
* **In-depth knowledge of SAP & Excel**

# Career

**Details**

## Currently Working with mahendra skills training and development pvt ltd as a retail sales associate trainer.

* **3 year’s Experience in Pantaloons Fashion & Retail ltd.**

**Key Responsibility Area (KRA)**

* Resolves all the customers Queries.
* Responsible for the providing the best level of customer service to the customers.
* Ensure the display areas are organized and clean.
* Help and support store shrink awareness program and provide advice to the management.
* Ensure the restock on the sales floor and defective merchandise is properly labeled.
* Handling cashiering activity of the store & Daily Banking.
* Take parts in commercial & SOP audit at store.

# Achievements

* Five times achieved Super Cashier’s Award
* Got Employee of the month Award
* Certified Trainer by Retailrs Association skill council of India

# Personality Traits

* + Analytical ability to think logically and rationally, quick learner.
  + Patience, Inquisitive, Optimistic.
  + Punctual and committed.
  + Confidence and self-belief.
  + Good Communication Skill.
  + Good Co-ordination and Co-operation with the Team.
  + Values – Passion, Commitment, Integrity, seamlessness, Speed.

***Academia……***

* + - **B.Com from MJPRU University, Bareilly in 2014.**
    - **M.B.A from UPTU Lucknow in 2017**
* **12th (UP Board) kticnawabganj(bareilly), In 2011.**
* **10th (UP Board) fromktic Inter College, Bareilly In 2009.**

**IT Skills**

* MS- Word, Excel, PowerPoint, Outlook.
* Internet and E-Mail.
* SAP

# Interest / Hobbies

* + Interacting with people

## Travelling

* + Watching movies
  + Cricket.

# Personal Profile

* Father’s name : Mr. Rameswar Dayal
* Mother’s name : Ms. Geeta devi
* Date of Birth : 20 Nov.-1991
* Marital Status : Unmarried
* Language Known : English, Hindi
* Nationality : Indian
* Present Address : faic inclav fase-2 Near naag devta mandir road Bareilly

I do hereby declare that the information furnished above is true to the best of my knowledge.

# Place : Bareilly Ravi Shankar