**RESUME**

PRAVEEN SINGH

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***CAREER OBJECTIVE***

A position in a result oriented company that seeks an ambitious and career conscious

person where acquire skills and education will be utilized towards continued growth.

***EDUCATIONAL QUALIFICATION***

* 10th Passed from Uttarakhand Board.
* 12th Passed from Uttarakhand Board.
* Graduate from M.D University Rohtak.

***WORKING EXPERIENCE***

**1**- 5 year Working experience with FUTURE GR0UP Format. fashion @ Big Bazaar. as a customer service Executives June 2010 to November 2015.

***KEY RESPONSIBILITIES***

* Share target & achievement with Team.
* Making the MPM & VM of the department.as well window and cross section VM.
* Supporting with Cashiering Team. & PPC.Team.
* Future planning and implementation for the promotion coming session discuss with team.
* Maintain inventory of the floor as well as in the back store.
* Forwarding the customer requirement to the concerned Category Team,
* Floor highziyng and cleaning,
* Controlling the shrinkage & damage,
* handling the customer complaint and Cash counters Query.

**2** ­- currently working with **URBAN LADDER HOME DECOR SOLUTION P.V.T. L.T.D.** as a customer service cum consultant executive last three year November 2015 to Till date.

***KEY RESPONSIBILITIES***

* Inform to customer regarding her order delivery and confirm time slot.
* Install the product and Inform to customer all care tips and product warranty policy.
* Generate new Lead thro suggest new products to customer as per her requirement and space.
* Focus on revenue trip and higher delivery on low cost.
* Maintain TAT & NPS & Addrence all three are back bone of online retail.

***Computer proficiency***

knowledge of Windows, powerPoint. Excel, Ms word E- mailing and Internet..

***PERSONAL DETAILS***

Father's Name : Shri.Manbar Singh

Date of birth : 14-04-1988

Hobbies : Playing Soccer & Cricket

Nationality : Indian

Religion : Hindu

Marital Status : Married

Language Known : Hindi & English

A self motivated guy according to me success comes before hard working only in dictionary but its the hard work that speaks for you not the words.

PRAVEEN SINGH)

PLACE: - New Delhi