



AVINASH JIYANI

Assistant Store Manager

- 28/11/1995
- 9408232373
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- Ahmedabad

OBJECTIVE

Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Management. Motivated to learn, grow and excel in Retail industry.

SKILLS

Store Management & Supervision

Business Development and Planning

Product Knowledge & Training and Development

Sales, Marketing and Visibility

Inventory Control & Cash Handling

Goal, Performance & Team Management

Cross Selling & After Sales Services

EDUCATION

GLS UNIVERSITY- FACULTY OF MANAGEMENT

Master's in Business Administration (M.B.A.) with specialization **Marketing (Major) & Human Resource (Minor).**

WORK EXPERIENCE

GOGULF.IN

SEPT 2017 - FEB 2018

Relationship Manager

- To manage day to day transactional data of the organization.
- To handle customer, complain calls and solve the same.
- For content drafting and web profile handling.
- For scheduling the meeting with costumer via call and mail.
- For convincing the clients for package of GoGulf.in
- For drafting the advertisement strategy.
- Was Responsible to manage channels for acquiring client's job experience detail

SALESINDIA PVT LTD

DEC 19 – JUNE 21

Assistant Store Manager (Campus Placement)

- Managed inventory control, cash control and store opening and closing procedures.
- Achieved departmental objectives by collaborating with staff to share and implement best practices.
- Educated operations team on best practices, company policies and service excellence standards. Trained new employees on store processes and procedures
- Collaborated with team members in developing best practices to support company objectives. Coordinated schedules and assigned team member shifts
- Applied best practices in customer service, sales and employee management to exceed organizational goals.
- Organized, stored and retrieved files to enhance daily operations and support customer needs. Designed and ordered all incoming and outgoing inventory for customers
- Managing customer relations and customer service through daily communication and interaction.
- Following company policies while overseeing day to day operations of the property.
- Developing and maintaining exceptional customer service standards.
- Managing inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.
- Enhanced financial controls to minimize theft and loss risks, continuously maintaining accurate accounts and cash drawers.
- Resolved customer complaints and reported issues to senior management.
- Advanced to key holder and assistant manager-in-charge in manager's absence.
- Managed a group of team members & Enforced company policies and procedures
- Provided excellent customer service to all customer in a timely manner & Managed daily reports of transactions

MAJOR PROJECTS

ITC LIMITED

Summer Internship Programme

Project Title- **A study on customer's preferences for packaged fruit juices with special reference to Ahmedabad.**

1ST JUNE;2019-

31ST JULY;2019