



ANKUSH DHIMAN

PROFILE

General Manager
Customer service
Operations / Sales / Marketing

CONTACT

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ADDRESS:
21, Sector 124, Chirag Homes,
Mohali

PERSONAL DETAILS

Fathers Name : Sh. Tilak Raj
Marital Status : Married
D.O.B. : 25th March 1986

GENERAL MANAGER

- Professional with natural flair for building relation, customer service and achieving optimum level of customer satisfaction, well-seasoned in handling customer queries & issues smoothly by providing best possible solution to the customers, rich experience in customer feedback accumulation.
- Able to take and sustain intense pressure as worked in different franchise and their Retail environment.
- Highly motivated, positive and goal oriented with demonstrated professionalism, attention to deal as well as the ability to build and lead effective teams.
- Excellent communicator with exceptional talent for problem solving through reasoned thought processes, as attested to by a track record for client loyalty and employer satisfaction.

ADMINISTRATIVE SKILLS

- Coordinate inventory control, receiving, merchandising (plan-o-grams) and store maintenance.
- Handle budget planning and tracking accounting and payroll
- Establish sales goals, managed budgets & devised sales forecasts
- Assisting the management at the executive decision-making level and providing service.
- Maintaining all files and register for record of sales, purchases, transfers and returns.

TEAM MANAGEMENT

- Ability to guide individuals towards goal achievement using negotiations, teamwork/ collaboration, motivation and staff development skills.
- Develop strong inter-personal relationships with the team to cohesively bond them together.
- Training the store staff in different areas for the smooth functioning of the store.
- Leading team, handling team briefings and ensuring proper information flow through arranging timely feedbacks to CCA to ensure target achievement.

COMMUNICATION SKILLS

- Single point of contact with the team and senior management through effective communication on key deliverables and soft issues.
- Inspirer, mentor and coach

OPERATIONS EXPERIENCE

- Modify operations as needed to meet service level agreement under supervision of the senior management.

- Focus on continuous improvement of program performance by analyzing daily results.
- Deliver high management expectations and organizations revenue targets.
- Responsible for day to day operating expenses of the store.
- Responsible for personnel management, merchandise selection and presentation and store operations
- Maintaining the merchandise level of the store to increase the sale and maximize the profits.
- Responsible for visual merchandising created environment and tools that increase walkins/ sales by motivating customers to purchase through VM activities.

WORK EXPERIENCE

Pizza Hut

1st Jan 2010 to 13 Sep 2015

BLISS INNS PVT LTD. (V RESORTS)

17 Nov 2015 to 25 Feb 2020

BEYOND STAY PVT LTD (Karnika Resort Dharamshala)

1st March 2020 to 31 Dec2021

SIGNUM HOTEL (SAS Nagar Mohali)

1st May 2022 To 25 Mar.2023

BEYOND STAY PVT LTD (Jim Corbett Ramnagar Uttarakhand)

1st April 2023 To 30 April 2025

SKILLS & OTHER DETAILS

- Languages Known : Hindi, English & Punjabi
- Energetic, hardworking , Talk initiative , Ambitious, Self Confident, Time Management and Team Work
- High School from Punjab School Education Board.
- Intermediate from Punjab School Education Board.
- Computer hardware & Networking 1 Year diploma from Jetking Sector 34.
- Six Month Course Food and Production From IHM Ambedkar

EDUCATION

Professional with natural flair for building relation, customer service and achieving optimum level of customer satisfaction, well-seasoned in handling customer queries & issues smoothly by providing best possible solution to the customers, rich experience in customer feedback accumulatio