

Career Objective

- ✓ Highly motivated aspiring young retailer with experience of 2 Years in retail. Enthusiastic about learning. Knowledgeable about Store keeping, Team handling, Customer Service, visual Merchandising. Committed to creating an environment that is conducive to achieving increased sales and customer satisfaction.

Core Qualifications

- Customer service
- Marketing and promotions
- Computer proficient
- Complaint handling
- Critical and analytical thinking skills
- Team player
- Time management
- Problem solving

Educational Qualification

- ✓ **MBA in Finance & Marketing** in Institute of Gnanam School Of Business, Thanjavur with 75% from 2019-2021
- ✓ **B.COM** in Institute of Bon Secours College for Women, Thanjavur with 75% from 2016-2019
- ✓ Completed Higher Secondary Schooling in Government Higher Secondary School, Thanjavur with 79% in the year of 2016
- ✓ Completed Secondary Schooling Leaving Certificate in St, Gabriel's Girls Higher Secondary School, Thanjavur with 92% in the year of 2014

Workshop Experiences

DEPARTMENT MANAGER (APR-21-JULY-23)

RELIANCE RETAIL LIMITED

RESPONSIBILITIES

- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Co-ordinate with marketing team and creating appealing Visual merchandise for seasonal and monthly basis
- Identify ageing and clearing it on early basis before the trend gets over
- Monitor Stock Audits on Monthly, Quarterly and Annually to avoid Stock Discrepancy and tally it with Opening & Closing Stock of the System.
- Drive revenue. Improve customer satisfaction and meet monthly sales goals.
- Responds to customer complaints and handle it in professional manner.
- Benchmarking price with other brands and give the best pricing to the customer
- Analyse the store-opex and work for profit margin

TECHNICAL SKILLS

- ✓ MS office
- ✓ SAP
- ✓ Tally ERP9
- ✓ POS operation (POSIFLEX ,ROS)

Area of Interest

- ✓ Operations Management
- ✓ Customer Servicing
- ✓ Marketing
- ✓ Visual Merchandising
- ✓ Revenue Management
- ✓ Training and Development

Personal Details

Languages Known	:	English and Tamil
Date of Birth	:	24 Dec 1998
Nationality	:	Indian

Kaaviya P J

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