

Objective

Excellent time management skills combined with superior knowledge of the customer service industry in retail highly motivated retail manager with 5 years of experience driving sales growth, improving customers satisfaction, and reducing operational cost.skilled and development and executing effective customer engagement and visual merchandising strategies as well as analyzing sales data to identify opportunities for targeted promotional campaign.proven track record in training and coaching teams to deliver exceptional customer service and achieve business objectives

Experience

- 05/01/2012 - 30/01/2019

• **Shopper's stop Indore**
Retail sales associate
Delivery exceptional service to shopper's that result in repeat visits and long term brand loyalty, collaborate with co-workers to achieve sales goals and through suggestive selling and promotions inform patrons about products features and benefit, offering opinions and recommendations when appropriate, maintain a tidy shopping environment
- 01/02/2019 - 25/02/2025

• **Lenskart.com (Indore)**
Store manager
Management communication leadership and teamwork customer service visuals merchandising stock management reports generation.customer service records updating merchandising and displays inventory management and planning problem solving, staff training, goals setting and prioritisation inventory records keeping reliability sales support product display time management skills
- 01/03/2025 - Presently Working

• **Rooprang Ventures India Pvt. Ltd.**
Store manager
Developing store strategies to raise customer pool, expand store traffic and optimize profitability maintain outstanding store condition and visual merchandising standards propose innovative ideas to increase market shares

Education

- 2013

• **RRMB.GUJRATI Samaj Indore**
Commerce
69%
- 2016

• **PMB.Gujrati Samaj Indore**
B.com graduation
64%

Skills

- Customer service
- Problem solving
- Data analysis
- Sales
- Effective time management
- Leadership skills
- Business development strategy
- Understand customers need
- Staff management
- Negotiation skills

Languages

- Hindi
- English
- Gujarati

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- Date of birth - 02/05/1993

Nationality

- Hindu
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