



**JAISON JAMES**  
**Pathikunnel House**  
**Kurianad (P.O)**  
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**Kerala, 686636**  
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➤ Working as a **Department Manager in Reliance Retail Limited. (Reliance Trends)**

Location: Kottayam  
Period: (June 2022 to Present)

**Role & Responsibilities:**

**Driving Customer centricity:**

- Develops and empowers store staff to deliver and continuously improve customer satisfaction.
- Ensures a pleasant retail experience for the customer through ambience, ease of shopping and effective service.
- Answers customer's complaints or enquiries and resolves customer's problems to promote good public relations

**People Management:**

- Ensures efficient staffing at store in line with the Brand image.
- Trains, supervises and guides store employees.
- Plans and conducts weekly sales meetings for staff to discuss latest sales techniques, new products, overall performance and other topics appropriate to discuss in order to promote high morale, team spirit and company mindedness.

**Process Management:**

- Maintains the appearance of the store (VM and hygiene) in order to carry the brand image.
- Maintains all health, safety and environment standards and policies of the Company.

## **Work Experience:**

- Worked as a **Sales Officer** in **Tata Westside**.  
Period : (November 2021 to June 2022)
- Worked as a **Senior CRE** in Landmark group. (**Max fashions Ltd. Pala**)  
Period: (January 2021 to November 2021)
- Worked as a **Fashion consultant** in Hasbro clothing fashions Ltd. (**Basics**)  
Period: (March 2020 to January 2021)
- Worked as a **Team leader** in Future Lifestyle Fashions Ltd (**FLFL-Central, Kochi**)  
  
Location: Ernakulam  
Period: (2018 July to December2019)
- Worked as a **Fashion Consultant** in Future Lifestyle Fashions Ltd (**FLFL-Central, Kochi**)  
Period: (June 2017 to July 2018)

## **Educational Qualification**

- Passed **B.com** with computer applications in M.G University

## **Interests:**

- Making new friends, Travelling, Reading, Listening Music

## **Personal Details**

- DOB : 3rd March 1997
- Gender : Male
- Marital Status : Single
- Father's name : James
- Religion : Christian
- Nationality : Indian
- Languages : Malayalam, English

**Reference**

- **Mr. Devakumar: Department manager at Max fashions, 7012741390**
- **Mr. Jinnu tomy: Store manager at Tata Westside. 9747195076**
- **Mr. Jishnu Krishnan: Store manager at Reliance Retail Limited. 9947299097**

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place: Kottayam**

**JAISON JAMES**

**Date:**

