



ABHAI A

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Objective To reach a position so I can prove that a common man can reach any heights with smart and hard work combined. Experience

Experience

● First Cry, BrainBees Solution limited(EBO)

2020-2022

- *Joined as a CSA(customer service assistant)got training for basic products knowledge and apparels.
- *Got a promotion as a Senior CSA got training in system work

● Go colors international india limited (EBO)COCO

2022-2023

- *joined as a SCSE (senior customer service executive)
- *Then have to handle the store as a in charge
- *To organisation staff for more effective working condition.
- *Give basic products and sop knowledge to new joining staffs.
- *Help and assistance the manager

● Jockey mall of Travancore page industries LTD (EBO)

2023 - 2024

Store manager

- *Store handling
- *Customer experience collection
- *Makeing sure the customer gets the best experience
- *Monitering sale grow and staff participation
- *Organising staff for optimal performance from them
- *Product training and discuss about how impove sales
- *Customer experience collection
- *Product category wise analysis of sale and focus on low performing one's
- *Market analysis on a local basis to now the average sale performance
- *Store hygiene, KPI and SOP following then making sure that the staffs are well knowledgeable one that.
- *Inventory management

● Vstar PVT LTD Vellayambalam

2024 -2025

Store manager

- *Managing store operations
- *Collecting customer feedback
- *Ensuring optimal customer satisfaction
- *Monitoring sales growth and team engagement
- *Allocating staff effectively for maximum productivity
- *Conducting product training and strategizing sales improvement
- *Gathering insights on customer experiences
- *Analyzing product categories and addressing low-performing items
- *Performing local market analysis to assess sales trends
- *Maintaining store hygiene, adhering to KPIs and SOPs, and ensuring staff compliance
- *Overseeing inventory control and stock management

Skills

- *Sales knowledge.
- *Knowledge to teach and build a store team.
- *Knowledge to identify and rectify problem before it becomes a mess.
- *To manage a significant number of staff.
- *Manage store VM duties perfectly.
- *Store handling and SOP management.

Computer Skills

- *Excel
- *eshopaid
- *shoper
- *MS office

Language

Malayalam, English, Tamil, Hindi