

JITHINDAS P K

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SUMMARY

Dynamic retail & sales leader With over **5 years** of experience, Driving sales, excelling in inventory management and team leadership. Adept at leveraging **Power BI & MS OFFICE** for data analysis, driving sales growth while enhancing customer experience. Known for decisive problem-solving and exceptional communication skills, fostering strong client relationships and operational excellence.

SKILLS/OTHER TOOLS

- Good Communication Skills
- Leadership skills
- Microsoft Office Suite Excel, Word, PowerPoint)
- Good interpersonal skills
- Power BI
- Decisive and able to work under pressure
- Ability to respond quickly-in new Situations
- Inventory management
- Problem-solving skill
- Customer Service
- Knowledge and the ability to use Sales strategies
- Ability to make contact quickly
- Data analysis
- Sales techniques

EXPERIENNCE

08/2023 to Current **Store in Charge**

Kushal's Fashion Jewellery - Ernakulam

- Experienced Retail Store Incharge with a strong-track record in managing daily store operationsand driving consistent sales growth.
- Skilled in inventory control, team supervision, and ensuring adherence to company SOP's.
- Proficient in Power BI & MS Office for sales analysis and performance tracking.
- Expertise in executing visual merchandising plans that enhance customer experience.
- Focused on delivering operational excellence and leading motivated, results-oriented teams.

09/2022 to 08/2023 **Regional Customer Support Executive**

Trackon Courier Pvt Ltd - Ernakulam

- Dedicated Regional Customer Support Executive with strong expertise in managing client relations across multiple zones in the logistics and courier sector.
- Skilled in handling escalations, tracking shipments, and ensuring timely issue resolution.
- Proficient in CRM tools and data reposing to enhance customer satisfaction.
- Collaborates closely with operations and delivery teams for seamless service execution.
- Committed to maintaining high service Standards and building long-term customer trust.

04/2021 to 07/2022 Business Development Executive**Quality Digitals - Emakulan**

- Collaborating with business development, marketing and product department on the creation of competitive concept proposals.
- Engaged with the product team to develop new gift items and customize offerings based on customer feedback and market demands, enhancing product appeal and sales.
- Negotiate deals with corporate clients for bulk orders, contributing to significant revenue growth in the business.

08/2018 to 03/2019 Business Development Executive & Sales Trainer**Index International - Angamaly**

- During the tenure achieved target within short period of time.
- Provide assistance on long and short term projects to marketing trainees.

EDUCATION**06/2024 BA: Psychology**

IGNOU - Kaloor

Pursuing distant education

03/2018 Higher Secondary Education: HUMANITIES

Government H.S.S , Paravanadukkam

Kasaragod, Kerala

03/2016 Schoolings

Government H.S.S Kasaragod - Kerala

AWARDSAchieved **Rajya Puraskar** certificate in scouts and guides.**LANGUAGES**

Malayalam	English
Hindi	Tamil

HOBBIES AND INTERESTS

- Reading , Dance
- Fitness . Chess

REFERENCE

Faizan Ansari, SM - Kushal's Fashion Jewellery, Lulu Kochi, 7417715348

PERSONAL INFORMATION

- Father's Name: Vijayakumar P K
- Date of Birth: 03/28/2001
- Nationality: Indian
- Marital Status: Single

DISCLAIMER

I hereby declare that the above mentioned information is correct and true to the best of my knowledge and belief