

RAFEENA RAHMAN



CONTACT

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SKILLS

Customer service
Leadership and communication
Retail store operations
Product knowledge and
Commercial awareness
MS Office

LANGUAGES

Malayalam
English
Hindi

OBJECTIVE

Results oriented retail professional with 4 years of experience seeking to increase sales margins with in retail sector. Wishing to leverage excellent leadership skills to maximize profitability and fulfill shopper needs

EXPERIENCE

April 2023

Department Manager

Max Fashion

- Managing staff and providing guidance.
- Lead sales drive
- Reporting to leadership.
- Devising strategies to increase productivity and improve operations.
- Communicating with the team regularly.
- Ensuring KPIs are met.
- Ensure VM standards and display guidelines
- Preparation of various sales reports
- Store opening and closing
- Ensure Replenishment and recovery on time

2022

February -

2023

March

Senior team leader

Lenskart

- Ensure best customer service
- Sales achievement with best KPI
- Maintain VM standards
- NPS Champ
- Daily store operations
- Store opening and closing

2019

March -

2022

February

Team leader

Reliance Trends

- Supervising and guiding store team to ensure best customer service
- Achieving store targets and goals as team
- Tracking Sales figures hourly basis
- Ensure best display standards
- Proper stock replenishment

EDUCATION

2023

BA English

Annamalai University

2016

Data entry

Infotech

2015

Diploma in computerized Accounting

Gtech