



GODSON JOY

Department Manager



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Kasargod, Kerala, India



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EDUCATION

HOTEL MANAGEMENT AND CATERING SCIENCE
Bharathidasan University, Tamil Nadu, India
2019

HIGHER SECONDARY
Board of Higher Secondary Education, Kerala
2016

HIGH SCHOOL
Board of Public Examination, Kerala, India
2014

PROFESSIONAL SKILLS

- Team Leadership
- Client Relations
- Sales Management
- Customer Service
- Business Development
- Process Improvement
- Conflict Resolution
- Strategic Planning
- Relationship Building
- Performance Monitoring
- Account Management
- Target Achievement
- Cross-functional Collaboration
- Market Analysis
- Operations Management
- Customer Retention
- Quality Assurance

LANGUAGES

English

Malayalam

Hindi

Tamil

ABOUT ME

Dynamic and results-driven Department Manager & Senior Customer Relationship Executive with extensive experience in managing customer relations, optimizing department operations, and ensuring exceptional service delivery. Adept at building strong client relationships, handling customer queries with professionalism, and driving customer satisfaction through proactive engagement. Proven ability to lead teams, implement effective strategies, and enhance overall operational efficiency. Committed to fostering a positive customer experience and contributing to business growth.

WORK EXPERIENCE

JUL 2023 – PRESENT

DEPARTMENT MANAGER

Reliance Retail Limited (Trends), Kannur, Kerala, India

- Managed day-to-day operations of the department, ensuring smooth workflow and adherence to company policies.
- Supervised and motivated a team to achieve sales targets and deliver excellent customer service.
- Monitored inventory levels, conducted stock audits, and coordinated with the supply chain team to maintain optimal stock availability.
- Implemented merchandising strategies to enhance product visibility and maximize sales opportunities.
- Analysed sales reports, identified trends, and developed action plans to improve department performance.
- Ensured compliance with safety and hygiene standards in the store.
- Handled customer escalations, resolved complaints, and maintained high levels of customer satisfaction.

MAR 2022 – JUL 2023

SENIOR CUSTOMER RELATIONSHIP EXECUTIVE

Landmark Group Max Retail Division, Kochi, Kerala, India

- Managed customer relationships by addressing inquiries, resolving complaints, and ensuring a positive shopping experience.
- Assisted customers with product selection, pricing, and promotional offers to enhance sales and satisfaction.
- Processed transactions efficiently, including billing, exchanges, and returns, while maintaining accuracy and adherence to company policies.
- Maintained store visual merchandising standards to create an attractive and organized shopping environment.
- Collaborated with the sales team to achieve revenue targets and improve overall store performance.
- Conducted follow-ups with customers to ensure satisfaction and build long-term loyalty.
- Handled escalations professionally, ensuring quick resolution and customer retention.

SOFTWARE PROFICIENCY

- MS Excel
- MS Word
- MS PowerPoint

PASSPORT DETAILS

Passport no : T2639379
Date of Issue : 16-04-2019
Date of Expiry : 15-04-2029
Place of Issue : Kozhikode, India

PERSONAL DETAILS

Date of Birth : 16-06-1997
Gender : Male
Nationality : Indian
Marital Status : Single

INTERESTS



Music



Games



Sports



Fitness

Jul 2017 – Mar 2019
TEAM LEADER
Future Retail Limited, Kochi, Kerala, India

- Led and supervised a team of sales associates to achieve sales targets and operational goals.
- Monitored store operations to ensure smooth workflow and adherence to company policies.
- Provided training and guidance to team members to enhance productivity and customer service.
- Managed inventory levels, stock replenishment, and product display arrangements.
- Assisted in resolving customer complaints and ensuring a high level of satisfaction.
- Analysed sales reports and implemented strategies to improve store performance.
- Conducted daily briefings to communicate sales goals, promotions, and company updates.

DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

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