



# AIBEN BENNY

## ABOUT ME

I am a motivated and responsible individual with hands-on experience as a Team Leader in the retail sector. My role has helped me develop strong leadership, communication, and customer service skills while managing day-to-day operations and guiding a team toward achieving targets. Now, I am eager to expand my knowledge and gain global exposure by pursuing higher studies abroad. I believe this next step will help me grow both personally and professionally, preparing me for a successful international career.

## CONTACT

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POST, MEENANGADI,  
WAYANAD, KERALA  
PIN: 673591

## PERSONAL DETAILS

Nationality: Indian

Sex: Male

Date of Birth: 01/06/2000

## SKILLS

- Complaint resolution
- Report preparation
- Sales expertise
- Problem Solving
- Analytical Skills
- Presentation Skills
- Leadership

## LANGUAGES

English

Malayalam

Tamil

Hindi

## WORK EXPERIENCE

- **KANAKAVALLI BOUTIQUE** Feb 2025- Present  
Team Leader
  - Supervise daily store operations and ensure smooth workflow
  - Lead, motivate, and train sales staff to meet targets
  - Provide excellent customer service and handle client queries
  - Monitor sales performance and report to store manager
- **MARKS AND SPENCCER** Sep 2022 - Oct 2024  
Team Leader & FHSO
  - Handling the Customer enquiries
  - Building relationship with customers.
  - Assist Customers in making purchasing decisions.
  - Ensure sufficient resources are available to deliver mandatory FHS Training & adherence to company health and safety policy all the •
  - Maintain strict confidential security matters.
- **CITY SILKS** Aug 2021 - Aug 2021  
Floor Manager & Billing Staff
  - Supervise staff.
  - Train staff to perform allocated roles.
  - Manage inventory.
  - Assist customers with any queries or requests

## EDUCATION

- **Diploma in SAP**  
Finco, Ernakulam  
2022
- **Bachelor Of Commerce**  
**Alphonsa Arts & Science College, Wayanad**  
**Calicut University**  
2018 - 2021  
51.1%
- **Plustwo**  
S N H SS Poothadi, Wayanad  
Commerce  
2016 - 2018  
65%