



Maneesha Mohanan

Personal Profile

Palanikunnathil, Kolabaghom P.O, Thadivoor, Pathanamthitta
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India
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DATE OF BIRTH

27-Jan-1997

PLACE OF BIRTH

Kottayam

NATIONALITY

Indian

Skills

Communication Skills

Ability to Work Under Pressure

Adaptability

Microsoft Office

Customer Service

Fast Learner

Ability to work in a team

Ability to Multitask

Effective Time Management

Critical thinking and problem solving

Team leadership

Advance Analytical Thinking Skill

Hobbies

Hearing Music, Reading, Cooking, Drawing

Professional Summary

Experienced Retail Supervisor with 6+ years of successful management in fast-paced retail environments. Proven record of driving sales and maximizing team performance through effective leadership, training, and strategic planning. Skilled in customer service, inventory management, and problem-solving. Strong communication skills and a passion for delivering exceptional customer experiences. Seeking a challenging role to utilize my skills and contribute to the growth of a reputable retail organization.

Employment History

Retail Supervisor(Ladies & Kids), Lulu Fashion store, Kochi & Trivandrum - 11/2018 - 10/2023

Receptionist & Hostess, pooja hyper shoppee, Attingal - 01/11/2023 – 30/04/2024

Senior Sales Executive, V-Star Creations Pvt Ltd, Kottayam – 02/05/2024 – currently Working

Team leader

- Customer service, by explaining the detail of the product and helping them to shop, solve the queries of the customer.
- Training-customer service, product knowledge and merchandising.
- Visual merchandise and display of promo.

Department Management

- Ensuring the grooming and the hygiene of the department.
- Attending meetings with managers and plan for the sales, targets, stocks and promotional sale.
- Conducting daily briefing.
- Ensure the merchandise are tagged before the display on the floor to avoid and control shrinkage.

Customer Interaction

- Effective customer interaction thus ensuring customer satisfaction and prolonged business.
- Ensuring proper customer service and redressed of grievances.
- Building a database of customers and regular interaction on merchandise offers and store activities.
- Ensuring that all customers abide by the company's values.
- Encourage the customers in different activities like competitions and fashion show etc.

Reports and Documentation

- Maintain the sales data on the basis of daily, weekly & yearly (Sales targets vs achievements)
- Check the GRNs as well as STNs supplier returns.
- Maintaining the safety and securing in the floor to reduce the shrinkage.
- Maintain the file of stock take and dump & shrinkage.

Visual Merchandising

- Window display and in-store promo display, signage implementation as per SOP.
- Merchandise presentation manual(MPM)- display of merchandise with size, price, colour blocking, range & style etc.
- Merchandise display on floor depending on the seasonal promo sales.
- Brands and fixtures allocation as per POG (Planogram) layout.

Sales

- Comprehensive knowledge of sales techniques and best business practices.
- Providing insights into consumer behavior.
- Able to work in fast-paced environment.

Languages Known

Malayalam

English

Hindi

Tamil

- Maintaining high visibility and energy levels on the shop floor.
- Extensive sales software knowledge.
- Ability to sit, stand & walk around for long periods of time.
- Computer proficiency in MS Word, Excel and SAP.

Personal

- Enthusiastic attitude in person and over the telephone.
- Natural ability to communicate with others.
- Ability to interact effectively at all levels of an organization.
- Can easily make connections with various kinds of people.
- Displaying a professional & unbiased manner at all times.
- Can bend, twist and stand to perform job functions.
- Able to adapt to the immediate or unforeseen challenges.
- Detail orientated and consistently accurate.
- Can quickly learn new processes.

Education

Graphics designing, KSCM Pathanamthitta

2017-2018

**Fashion designing,
Aditya institute of Fashion designing, Kozhancherry**

2015-2016

Plus Two, St.Thomas HSS, Kozhancherry

2015

SSLC, NSS High School,Thadiyoor

2013

Personal Profile

Fathers name:- Mohanan kumar

Mothers name:- Omana mohanam

Gender:- Female

Marital Status:- Unmarried