RAKESH PRABHU

9/1228, L.G.Pai Road, Cochin-682002
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06282 598553

20 years working experience as Retail store supervisor is seeking to obtain a position that will take advantage of my initiative and skills while allowing me the opportunity to contribute to the company while adding to my personal career development.

Willing to relocate: Anywhere

WORK EXPERIENCE

Senior Customer Relationship Officer
THE RAYMOND SHOP- Forum Mall, KERALA, IN
August 2023 to Present

➢ Currently working as Senior CRO for last 2 year in Raymond Company owned company operated store in Kerala at forum mall Ernakulam.

JOB RESPONSIBILITIES:
➢ Handling store duties and customer interaction providing style advise to esteemed customers

➢ Achieving target assigned for the monthly and yearly.

Achievements in current Job :
➢ Record breaking retail sales of single invoice of 3.7 lakhs in a small store of 1500 sq ft with impeccable customer service.

➢ Several times made big value invoices with premium customers

➢ Team player , solution provider , multitasking some of the skills which my senior management and teammates point out in my tenure

Store Manager
THE RAYMOND SHOP- ANGAMALY,
KERALA, IN
November 2012 to August 2023
(STORES AT VENNALA & ANGAMALY)

JOB RESPONSIBILITIES:
➢ Handling store and customer interaction of both the stores at Vennala & Angamaly

➢ Achieving target assigned for the monthly and yearly.

➢ Seasonal booking of stocks (readymade as well as Fabric) for the showroom for the coming respective Spring /autumn season

➢ Conducting briefings with retail officers and both store managers on weekly basis

➢ Checking weekly sales target.

➢ Sending daily and monthly sales report to Franchisee as well as company people

➢ Handling customer complaints and clearing them.

➢ Assigning individual targets to the Store team and also plans laid to achieve them.

➢ Motivating sales staff for achieving individual sales target assigned to them.

➢ Maintaining smooth coordination with my colleagues & head offices in respect of any data process, data updating, and data requirement , dealing with the company persons from various departments of the companies regarding any accounts or customer related issues

➢ Raymond Made to Measure a new concept from company first time in kerala was handled well and was responsible for building a upper clienteria for the section in Kerala.

STORE MANAGER

PROVOGUE- Kochi, Kerala

March 2010 to September 2012

JOB RESPONSIBILITIES:

➢ Handling store and customer interaction.

➢ Achieving target assigned for the monthly and yearly.

STORE MANAGER

United Colours of Benetton- Ernakulam,

Kerala December 2006 to January 2010

JOB RESPONSIBILITIES

➢ Buying stocks from the company for each season with respect to the budjets prepared by the franchisee and efforts for getting the best merchandise from warehouse to showroom.

Retail Sales Associate

WILLS LIFESTYLE

May 2005 to November 2006

Retail Sales Associate

INDUSTRIAL ENTERPRISES

November 2003 to April 2005

Retail Sales Associate/Cashier

PAN AMERICA

SHOWROOM

December2002 to October 2003

DESIGNATION: SALES PERSONNEL

B.COM in finance

HIGHER SECONDARY SCHOOL

2002

SKILLS

Microsoft Office (10+ years), **Customer Service (10+ years)**, **Supervising (10+ years)**, **Inventory Management (5 years)**, **Staff Management (10+ years)**,

Team Management (8 years), **Retail Management**, **Merchandising**, **Cash Handling**, **Customer Service**, **Sales**, **Team Building**, **Scheduling**, **Sales**, **Retail Management**, **Merchandising**,

Customer Service, **Cash Handling**, **Scheduling**, **Team Building**, **Cash Handling**, **Customer Service**, **Merchandising**,

Payroll, **Retail Management**, **Sales**, **Scheduling**, **Team Building**

LINKS

http://rakeysh_07@rediffmail.com

CERTIFICATIONS AND LICENSES

Store manager Programme

July 2008 to Present

> ➢ Undergone several retail workshops during my experience regarding store managerial Programmes and retail selling skills and customer interaction skills

ADDITIONAL INFORMATION

British council
cefr level c1 certificate received recently