



## SUMIN S DEPARTMENT MANAGER

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TVM, Kerala, India

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## 🎓 Education

### MBA (HR & FINANCE)

DCSMAT | TRIVANDRUM, KERALA  
2017 - 2019

### BBA (FINANCE)

CHMM COLLEGE FOR ADVANCED STUDIES | PARIPALLY  
2014 – 2017

### HSE (BIOMATHS)

MRMKMMHSS | EDAVA, TRIVANDRUM  
2012 - 2014

### SSLC

JAWAHAR PUBLIC SCHOOL | EDAVA,  
TRIVANDRUM  
2012

## 💻 Software Proficiencies

- Microsoft Excel : Vlookup | Pivot table | Conditional formatting | Worksheet management
- SAP : Stock In-warding and Out-warding | Stock location movement | SAP FIORI
- Point of Sale : Reliance POS | Sellerware | Microsoft POS 365

## 🌐 Languages

- English
- Hindi
- Malayalam

## 📘 Profile Summary

Experienced retail professional with a strong background as a Department Manager, Store Manager and Senior Customer Service Associate. Proven ability to lead teams, drive sales, manage store operations and deliver exceptional customer service. Demonstrated expertise in budgeting, inventory control, staff training, and process improvement. Adept at handling complex customer issues, mentoring junior staff and ensuring high levels of customer satisfaction. Known for strong leadership, operational efficiency and a results-driven approach that contributes to overall business success.

## ☰ Expertise

- Retail Store Sales & Operation
- Customer Service Excellence
- Sales & Target Achievement
- Inventory & Stock Management
- Staff Training & Development
- Budgeting & Cost Control
- Problem Solving & Conflict Resolution
- Shrinkage and Loss Prevention
- Visual Merchandising
- Product Knowledge
- Store Layout Optimization
- Business Development
- Market Analysis
- Marketing and Promotions
- Sale Forecasting
- CRM

## 💼 Professional Experience

### DEPARTMENT MANAGER

Mar 2025 – Jul 2025

INTUNE | THIRUVANANTHAPURAM

- Managed and motivated department staff, provided guidance, delegated tasks and ensure high performance.
- Developed and managed the department budget, monitored expenses, and ensured cost-effective operations.
- Oversee daily operations to ensure smooth workflow, meet productivity targets, and improved processes.
- Identified training needs, provided coaching, and supported the professional growth of team members.
- Maintained optimal stock levels, ordered supplies, and managed equipment and other resources efficiently.
- Ensured high standards of customer service are met and addressed any issues or complaints promptly.

### STORE MANAGER

Jan 2024 – Feb 2025

POPEES BABY CARE | MANGALORE

- Ensured smooth functioning of the store, including opening/closing procedures, cleanliness, and staff scheduling.
- Drove sales performance, met revenue targets, and managed expenses to maximize profitability.
- Recruited, trained, supervised, and motivated store employees to ensure high performance and customer service.
- Monitored stock levels, managed ordering, reduced shrinkage, and ensured attractive product displays.
- Maintained excellent customer service standards, handled complaints, and built customer loyalty.

## Achievements

- Secured a 70 Lakhs construction project acquisition resulting at total of 1 crore 10 lakh total project sale during the first quarter of 2021.
- Improved client retention rate by 20% within 6 months delivering and selling financial products and services.
- Achieved highest Individual sale of 45% of month achievement which is about 12 lakhs at Trends on August 2023.
- Successfully reduced store shrinkage less than 0.01% of annual sale at Popees Baby Care.
- Improved new product penetration from 43% to 81% by launching new product display strategy at INTUNE.
- Achieved 114% of month sales during the month of March 2025 at INTUNE.

## Personal Details

Nationality : Indian  
D.O.B : 21/11/1995  
Gender : Male  
Marital Status : Unmarried

## Passport Details

Passport No : V1126029  
Date of issue : 28/04/2021  
Date of expiry : 27/04/2031  
Place of issue : Trivandrum

## Reference

- Mr. Krishna Gowda**  
Cluster Manager  
Popees Baby Care Pvt Ltd  
Ph: +91 8660641589

## **SENIOR CUSTOMER SERVICE ASSOCIATE**

RELIANCE RETAIL LTD | VARKALA

Nov 2022 – Jan 2024

- Resolved escalated or complicated customer concerns efficiently and professionally.
- Guided and assisted new or less experienced team members with procedures, policies, and best practices.
- Delivered excellent service by maintaining a positive attitude, active listening, and timely resolution of issues.
- Tracked customer feedback, identified recurring issues, and suggested improvements to enhance service quality.
- Stay updated on company products, services, and systems to provide accurate and effective support.

## **SENIOR RELATIONSHIP OFFICER**

IDFC FIRST BANK | PARIPALLY

May 2022 - Oct 2022

- Built and maintained strong, long-term relationships with clients to ensure satisfaction and loyalty.
- Understand clients' financial needs and recommended suitable banking or investment products and services.
- Identified and pursued opportunities to grow the client base and increase revenue through cross-selling and up-selling.
- Handled escalated client concerns or service issues promptly and professionally to ensure positive outcomes.
- Ensured all client interactions and transactions comply with regulatory and internal policies, maintaining accurate records.

## **BUSINESS DEVELOPMENT EXECUTIVE**

NIRMATHA CONSTRUCTION AND CREATIONS

Nov 2019 - Apr 2022

- Identified and pursued new business opportunities through lead generation, cold calling, networking, and market research.
- Built and maintained strong client relationships to ensure long-term partnerships and repeat business.
- Pitched products or services to potential clients, prepare proposals, and close sales deals.
- Collaborated with internal teams (e.g., marketing, product, operations) to deliver customized client solutions.
- Tracked sales activities and performance using CRM tools and report progress to management regularly.

## Declaration

I hereby declare that the above-mentioned information stated are true, correct and complete to the best of my belief and knowledge. I take full responsibility for the accuracy of the details mentioned.

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