

SHYAM SEBASTIAN K S

PROFESSIONAL SUMMARY

Results-oriented management professional prepared for leadership in retail operations. Proven track record of enhancing store performance and customer satisfaction. Known for collaborative spirit and adaptability, ensuring seamless operations and team success. Expertise in inventory control and staff development.

EXPERIENCE

SENIOR STORE MANAGER 09/2024 to 01/2025

Neemans, Ernakulam , India

- Initiated community outreach programs to foster positive relationships with local organizations, ultimately increasing brand visibility and generating goodwill among potential customers.
- Collaborated with corporate leadership to align store operations with company-wide goals and initiatives.
- Enhanced store appearance with meticulous merchandising, visual displays, and well-organized inventory management.
- Fostered a positive work environment by promoting open communication, employee recognition, and professional development opportunities.
- Maintained quality through training and coaching during daily activities.

STORE MANAGER 08/2023 to 08/2024

HUSH PUPPIES, Ernakulam , India

- Recruiting, training, supervising and appraising staff
- Managing budgets
- Maintaining statistical and financial records
- Dealing with customer queries and complaints
- Overseeing pricing and stock control
- Managing the retail sales department's operations, ensuring the highest customer satisfaction with the staff's efficiency and performance
- Working with employees, creating work schedules, communicating with suppliers, and dealing with customer
- Developing strategies to increase customer visits
- Growing store traffic (potentially online and offline)
- Meeting sales goals

STYLE SPECIALIST AND CASHIER 12/2019 to 08/2023

HUSH PUPPIES, Ernakulam , India

- Ensure stock is well arranged and merchandised properly
- Maintain cleanliness and organization of all areas within the store
- Develop and maintain necessary product knowledge and fitting skills
- Maintain an awareness of Loss Prevention concerns involving customers and staff members

SENIOR SALES EXECUTIVE 10/2018 to 12/2019

CLARKS, Ernakulam , India

- Greet customers as they enter the store

- Answer customer questions and assist with requests
- Retrieve shoes from shelves and inventory areas for customers, measure customers' feet, and advise them on the type of shoes they should buy

SENIOR SALES STAFF AND ASS MANAGER 06/2017 to 04/2018

ALL THE PLUS SIZE STORE, Ernakulam , India

- Supports staff results by communicating job expectations and planning, monitoring, and appraising job results
- Handling the store and staff, stock inwarding and outwarding, cash handling, achieving the targets

STYLE SPECIALIST AND CASHIER 02/2016 to 05/2017

MAX INDIA PVT LTD, Ernakulam , India

- Handled cash, credit card, and voucher payments, maintaining accurate financial records.
- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.

SKILLS

- Sales
- Team building
- Problem solving
- Decision making
- Excel
- Store operations
- Merchandise planning
- Staff management
- Teamwork

LANGUAGES

Malayalam: First language

English: C2 Proficient
Tamil: B1 Intermediate

EDUCATION

National institute of open schooling, India
PLUS TWO, 01/2019

SKILTEK college of Engineering, India
ITI, 01/2017

St Juliana's C.B.S.E public school, perumpadappu, India
10th, 01/2013

ADDITIONAL INFORMATION

Passport number- T9620859
Date of issue- 30/10/2019
Date of expiry - 29/10/2029
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