

VIPIN T

Tharayil (ho), Thekke Vavanoor(po), Palakkad 679533, kerala, Mob 9746576027

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A creative, hard-working, and talented fashion enthusiast looking for a position within a fashion focused company. Experienced and self-motivated store manager with 3+ years of retail experience over seeing sale figures and new accounts developments. bringing forth proven track record of working collaboratively with sales teams achieve goals. increase revenue gains, and advance the sales cycle of company. a strong leader with the ability to increase sale and develop strategies to retain customers.

EXPERIENCE

18/02/2022– PRESENT

STORE MANAGER, LENSKART PVT LTD, TRIVANDRUM

- Supervised daily operation and 13 employees, providing sales and customer service training and conducting performance evaluations 3 times per year
- Boosted sales by 101 % by retaining 60 percentage of employees, following daily sales plans, managing expenses and improving metrics through sales floor strategies and customer feedback
- Communicated with unsatisfied customers, providing logical and quick solution to increase customer satisfaction
- Evaluated staffs current capabilities, identifying gaps, and developed training for areas of improvement
- Supervised store operations, including opening and closing, security, inventory management, employees schedules, and associates
- Conducted 15+ interviews and hired 10 sales associates
- To conduct monthly full reviews and tracking of store training to ensure consistency between different areas, targets and deadlines for training and development are met, feeding back to operational manager and PS cluster.

Reference : Aswin Krishnan ,area operational manager ,lenskart,mob:7012426749

15/12/2020 – 15/02/2022

TEAM LEADER, RELIANCE TRENDS, MELE PATTAMBI, PALAKKAD

- Control team members
- Develop team strengths and improve weaknesses
- Identify team goals and evaluate team progress
- Handling and solving customer concerns
- Taking customer calls and give them instructions
- Ajio site operation and packing

2018 – 2021

ASISTANT STORE MANAGER, MANUKKAS HYPER MARKET, KOOTTANAD, PALAKKD,

- Successfully managed a sales team 15+ people to meet and achieve sale goals.
- Developed and implemented sales plans to expand customer base and increase customer retention.
- Presented sales, revenue and expenses reports to management teams.
- Researched competitions and developed strategies to stand out as a company against competitors.
- Monitored the performance of sales team members and worked to increase team moral and motivation.
- Provided excellent customer service at all times.

EDUCATION

2016-2019

BACHILOR OF COMMERCE (BCOM), CALICUT UNIVERSITY

SKILLS

- Industry knowledge
- Project management skills
- Innovative problem solving
- Interpersonal communication
- Business development strategies
- Ability to meet all assigned deadlines

PERSONAL INFO

DOB:31/12/1996

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DECLARATION

I hereby declare that all the information contained in this resume in accordance with facts or truths my knowledge

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