



ABHAI A

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Objective To reach a position so I can prove that a common man can reach any heights with smart and hard work combined. **Experience**

Experience

- **First Cry,BrainBees Solution limited(EBO)** 2020-2022
 - *Joined as a CSA(customer service assistant)got training for basic products knowledge and apparels.
 - *Got a promotion as a Senior CSA got training in system work
- **Go colors international india limited (EBO)COCO** 2022-2023
 - *joined as a SCSE (senior customer service executive)
 - *Then have to handle the store as a in charge
 - *To organisation staff for more effective working condition.
 - *Give basic products and sop knowledge to new joining staffs.
 - *Help and assistance the manager
- **Jockey mall of Travancore page industries LTD (EBO)** 2023 - 2024
 - Store manager**
 - *Store handling
 - *Customer experience collection
 - *Makeing sure the customer gets the best experience
 - *Monitering sale grow and staff participation
 - *Organising staff for optimal performance from them
 - *Product training and discuss about how impove sales
 - *Customer experience collection
 - *Product category wise analysis of sale and focus on low performing one's
 - *Market analysis on a local basis to now the average sale performance
 - *Store hygiene, KPI and SOP following then making sure that the staffs are well knowledgeable one that.
 - *Inventory management
- **Vstar PVT LTD Vellayambalam** 2024 -2025
 - Store manager**
 - *Managing store operations
 - *Collecting customer feedback
 - *Ensuring optimal customer satisfaction
 - *Monitoring sales growth and team engagement
 - *Allocating staff effectively for maximum productivity
 - *Conducting product training and strategizing sales improvement
 - *Gathering insights on customer experiences
 - *Analyzing product categories and addressing low-performing items
 - *Performing local market analysis to assess sales trends
 - *Maintaining store hygiene, adhering to KPIs and SOPs, and ensuring staff compliance
 - *Overseeing inventory control and stock management

Skills

- *Sales knowledge.
- *Knowledge to teach and build a store team.
- *Knowledge to identify and rectify problem before it becomes a mess.
- *To manage a significant number of staff.
- *Manage store VM duties perfectly.
- *Store handling and SOP management.

Computer Skills

- *Excel
- *eshopaid
- *shoper
- *MS office

Language

Malayalam, English, Tamil, Hindi