

VISHNU N R

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Personal summary

An ambitious, creative and highly motivated individual, who has a passion for the retail industry and an uncompromising commitment to quality and outstanding customer service. Having a proven track record of maximizing retail sales by providing an enjoyable shopping experience for customers, and a comprehensive management, planning and support service to all retail staff. Able to create a unique experience for customers by giving them easy access and guidance to all store departments from beginning to end.

Currently, I'm looking for a top managerial position and a career advancement opportunity with a company that will not only challenge me professionally but will also allow developing my knowledge and potential still further.

Career statement

I feel that my greatest strengths are firstly my ability to provide effective line management to all the retail staff who I am responsible for. Secondly, my skill at improving efficiencies of retail trading operations to maximize revenue, thereby helping to ensure that all sales targets are met. Thirdly my real passion for the retail industry as a whole allows me to spot trends and changes in fashion before they become mainstream.,

Areas of Expertise:-

- Business Development
- Customer satisfaction
- Administration
- POS System Knowledge
- Report Writing
- Visual Merchandising
- IT, MS Office, SAP Expert
- People Management
- Retail marketing
- Improving inefficiencies
- Operations Management

Professional Experience:

Organization: **MAX - FASHION Pvt Ltd.**

Designation: Department Manager

Period: 21st July 2024 to Till date

Job Description – Department Manager

Reports to - Store Manager

Position Summary:-

Department Manager is responsible for the day-to-day running of store. The aim of any Department Manager is to maximize profit while minimizing costs. Managers ensures promotions are accurate and merchandised to the company's standards, staff are fully versed on the target for the day and excellent customer care standards are met. Depending on the size of the store, and company structure, the Department Manager may also be required to deal with human resources, marketing, logistics, information technology, customer service and finance.

Typical work activities:-

Depending on the size of the store and the area of retail, typical work activities may alter, but tasks typically involve

- Managing and motivating a team to increase sales and ensure efficiency.
- Managing stock levels and making key decisions about stock control.
- Analysing sales figures and forecasting future sales.
- Analyzing and interpreting trends to facilitate planning.
- Using information technology to record sales figures, for data analysis and forward planning.
- Dealing with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organizing training and development.
- Ensure standards for quality, Customer service and health and safety are met. → Organizing special promotions, displays and events.
- Touring the sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues.
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing.
- Initiating changes to improve the business, e.g;-revising opening hours to ensure the store can compete effectively in the local market. → Dealing with sales, as and when require

Organization: Zudio - Tata Trent Ltd.

Designation: Department Manager
Period: 21st June 2022 to 25th May 2023

Organization: Reliance Retail-Trends.
Designation: INVENTORY(BOH) (K2)
Store Buddy
Period: 1st January 2021 to 05th March 2023

Typical work activities:-

- Analysing Stock Replenishment without fail and improving stock availability for customers
- As a store Buddy giving training to staffs and guide how to improve customer service as per company norms
- Rotated merchandise and displays to feature new products and
- Completing duties at before deadlines without fail.
- Set effective store schedules based on forecasted customer levels, individual employee knowledge and service requirements.
- Completed point-of-sale opening and closing procedures.
Innovate new marketing Technique

KEY COMPETENCIES AND SKILLS

Retail

- Quickly responding to customer complaints, requests and comments.
- Brand integrity and market awareness.
- Developing customer service procedures, policies & standards.
- Driving operational, visual and customer service standards in the store.
- Commercial & Business awareness
- Able to come up with new ideas
- Comprehensive knowledge of all relevant health and safety issues.
- Ability to organize and prioritise workload within a retail setting.
- Effectively maintaining stock levels and ensuring the quality of supplies.
- Always putting the customer first

Managerial

- Analyzing and researching trends within the retail sector.
- Personally ambitious and achievement-focused.
- Putting customers at the heart of all decisions.
- Managing stressful situations.
- Enforcing strict rules and regulations in the workplace.
- Clearly communicating corporate information to staff.
- Strong organizational capabilities.
- Implementing pricing strategies.

Academic Qualification:

Qualification : Bcom (Finance)

College : ALBEDO School Of Business Management

Professional Course :

ITI - SURVEYOR (Gov ITI cherpu)

Diploma (Auto Cad & Photoshop)

Logistics (Adslm) —

References:

1. Vishnu R Nair

Store manager @ max fashion pvt ltd

+91 7736992111

2. VIPIN T V

Store Manager

Zudio Tata Trent LTD

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+91 9544 013 429

3. SHIKHIN SIVARAMAN

Store Manager

Reliance Retail Ltd

9745556658

I hereby declare that all the information furnished above is true to my conscious and I promise no false information is produced for your kind perusal.

Date:

Yours faithfully

Place: Thrissur

VISHNU N R