



# VIJAY SASIKUMAR

TEAM LEADER – Retail

## Summary

Dynamic and results-driven Senior Customer Relations Executive – Support with proven success in the retail apparel industry. Accomplished in leading and mentoring teams, fostering a collaborative work environment, and consistently surpassing sales and service targets. Adept in both front-end customer engagement and Back-of-House (BOH) operations, including inventory management, stock handling, and merchandise flow coordination. Skilled in maintaining organized storage areas, optimizing inventory efficiency, and ensuring seamless support for customer-facing teams. Known for leveraging strong product knowledge to enhance the customer experience while upholding brand and store standards. Committed to delivering operational excellence and supporting high-performance retail environments.

## Contact

Thadalil House,  
Eravankara P O,  
Mavelikara,  
Alappuzha District,  
Kerala, India  
Pin : 690108

+91 95264 61434

vijaynot7@gmail.com

## Education

- Diploma in Computer Application  
Microsense, Chengannur.  
2018-2019
- Diploma in Oil and Gas Technology  
Techshore Institute, Ernakulam.  
2017-2018
- 12th  
DBHSS, Cherianad.  
2011-2012
- 10th  
GVHSS, Eravankara.  
2010-2011

## Landmark Group – Max

Senior CRE Support – Retail

2025 – Present

- Oversaw stock support operations to ensure timely availability of products, directly enhancing customer satisfaction and service efficiency.
- Conducted quality checks on incoming merchandise and resolved discrepancies to maintain brand standards and minimize customer complaints.
- Collaborated with front-end and sales teams to coordinate smooth stock replenishment and quick resolution of customer requests.
- Maintained organized storage systems to enable faster product retrieval, supporting seamless order fulfillment and walk-in service.
- Implemented effective inventory rotation strategies to prevent aging stock and ensure product freshness for end customers.
- Supported regular inventory audits and reconciliations, aiding in accurate stock tracking and minimizing losses impacting customer service.

## Expertise

- SAP
- WH ERP (Warehouse Enterprise resource planning)
- MS OFFICE

## Skills

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- Inventory Management
- Team Leadership
- Customer Service
- Sales Techniques
- Communication
- Organizational Skills

## Languages

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- English
- Malayalam
- Hindi
- Tamil

## Personal Details

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- DOB : 23-12-1995
- SEX : Male
- Nationality : Indian
- Marital Status : Single
- Passport : Y8839883
- Expiry Date : 07/09/2033

## Reliance Trends Retail Ltd

### Team Leader - Retail

2022 - 2024

- Led and motivated a retail team, exceeding sales targets while fostering a collaborative and customer-focused work environment.
- Conducted comprehensive training sessions to enhance team performance, product knowledge, and adherence to brand standards.
- Implemented efficient scheduling, optimizing staffing levels to meet customer demands and operational needs.
- Resolved escalated customer inquiries and complaints, ensuring high levels of customer satisfaction and retention.
- Collaborated with management to develop and execute promotional events, contributing to increased store traffic and sales.
- Provided regular performance evaluations and constructive feedback to team members, supporting their professional growth.

## Reliance Trends Retail Ltd

### Back-of-House (BOH)

2021 - 2022

- Managed inventory operations, overseeing receiving, organizing, and maintaining stock levels to ensure efficient operations.
- Conducted thorough quality checks on incoming merchandise, identifying and addressing any discrepancies promptly.
- Implemented effective stock rotation techniques to minimize aging inventory and maximize product freshness.
- Maintained well-organized storage areas, optimizing space utilization and accessibility for easy retrieval.
- Collaborated with front-end teams to facilitate smooth stock replenishment and ensure products were readily available on the sales floor.
- Executed inventory audits and reconciliations to ensure accuracy and minimize loss.

## **Reliance Trends Retail Ltd**

### **Sales Executive**

**2019 – 2021**

- Engaged customers proactively, offering personalized assistance and driving sales through in-depth product knowledge and effective communication.
- Exceeded sales targets by utilizing upselling techniques and participating in promotional activities.
- Maintained a visually appealing sales area, ensuring an enhanced shopping experience for customers.
- Fostered strong customer relationships, providing tailored solutions to meet their needs and preferences.
- Operated cash registers and managed transactions efficiently, ensuring accuracy and compliance.
- Stayed updated on industry trends, enabling informed recommendations to customers and contributing to a dynamic sales environment.