

GURUDEV.VK

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 Calicut, Kerala, India

Organized and detail-oriented professional with office administration and management. Skilled in coordinating daily operations, managing documentation, and supporting teams to ensure smooth workflow. Proficient in office software, communication, and record-keeping, with a strong ability to prioritize tasks and meet deadlines. Committed to contributing to organizational efficiency and fostering a productive work environment.

WORK EXPERIENCE

- FLOOR SUPERVISOR (2025 TO PRESENT)**
VEDHIKA WEDDINGS
 - Supervise daily floor operations to ensure smooth workflow, high efficiency, and excellent customer service.
 - Lead, train, and motivate floor staff to achieve performance targets and maintain high service standards.
 - Monitor inventory levels, merchandise displays, and stock replenishment for an organized and appealing store floor.
 - Address customer inquiries, resolve complaints promptly, and ensure a positive shopping experience.
 - Enforce company policies, procedures, and quality standards consistently on the floor.
- FLOOR SUPERVISOR (2020 TO 2024)**
SHOBHIKA WEDDINGS
 - Coordinate with management to plan promotions, sales events, and staff scheduling effectively.
 - Prepare and maintain reports on sales performance, staff productivity, and inventory status.
 - Ensure cleanliness, safety, and security standards are consistently upheld on the floor.
 - Identify operational challenges and implement solutions to improve efficiency and workflow.
- LOUIS PHILIPPE (2019-2020)**
SHOBHIKA WEDDINGS ADITYA BIRLA FASHION
 - Greet and assist customers on the sales floor, providing expert advice on Louis Philippe products and ensuring a premium shopping experience.
 - Achieve sales targets by actively promoting products, upselling, and cross-selling to customers.
 - Maintain organized, visually appealing product displays and ensure proper stock levels on the floor.
 - Handle customer inquiries, complaints, and returns promptly and professionally to ensure satisfaction.
 - Process sales transactions accurately, including billing, cash handling, and payment reconciliation.
- SUPERVISOR (2017 TO 2019)**
GRAND HYPERMARKET DUBAI
 - Supervise daily operations on the gents' floor to ensure smooth workflow and excellent customer service.
 - Monitor staff performance, provide guidance, and conduct training to enhance productivity and skills.
 - Manage inventory, stock levels, and merchandise presentation to maintain organized and visually appealing displays.
 - Assist customers with inquiries, product selection, and resolving complaints to ensure a positive shopping experience.

● **SALES EXECUTIVE (2013-2017)**
FOCUS HYPERMARKET

- Identify and pursue new business opportunities to achieve sales targets and expand the customer base.
- Build and maintain strong relationships with clients to ensure repeat business and customer satisfaction.
- Conduct market research to understand customer needs, market trends, and competitor activity.
- Prepare and deliver effective sales presentations and product demonstrations

EDUCATION

● **POLYTECHNIC COLLAGE COMPUTER ENGINEERING (2013-2016)**

● **SSLC,PLUS TWO (2010-2012)**
MCCHCS

KEY SKILLS

- Office Management & Coordination
- Record Keeping & Documentation
- Scheduling & Calendar Management
- Data Entry & Database Management
- Communication & Correspondence Skills
- Filing & Archiving
- Office Software Proficiency (MS Office, Google Suite)
- Task Prioritization & Multitasking
- Problem-Solving & Decision Making
- Database Management
- Problem-Solving & Task Prioritization
- Team Leadership & Staff Management
- Customer Service & Floor Operations Oversight
- Sales Target Achievement & Client Relationship Management
- Inventory Monitoring & Merchandising

ADDITIONAL INFORMATION

- Nationality: Indian
- Languages:English, Malayalam, Hindi