

Cover Letter

Dear Sir/ Madam,

I am currently seeking new opportunities to leverage my experience by becoming part of a team of hi-caliber professionals for challenging new assignments and responsibilities, thus sharpening my own professional skills, while at the same time, contributing my best to the overall development of the organisation.

Here is a snapshot of my profile:

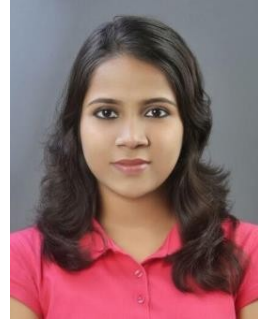
- **Experience:** 6 years of managerial experience in Retail & Market operations.
- **Current designation:** Manager- Vodafone idea limited Cochin North Circle
- **Qualification:** MBA and BCOM Finance & Taxation.

It would be great if you can consider my application (CV attached) and arrange for an interview with your esteemed organisation.

I look forward to hear from you

Kind Regards,

UNNIMOL MOLATH



UNNIMOL MOLATH

Email: unnimolsantosh@gmail.com

Phone (M): +91 8893368843

Address: Molath House,
Vadacode PO, Thrikkakara
(N), Cochin-682021

JOB OBJECTIVE

Experienced and results-oriented Manager with 6 years of managerial experience in Retail environment, Sales and Market operations, Extensive experience in customer service, making timely decisions to meet organisational goals and objectives.

PROFILE SUMMARY

- 6 years of managerial experience in Retail & Market operations, Sales and Management.
- Motivated professional with strength in supervising employees and promoting optimal customer service.
- Strive to "think like the client" to deliver the highest quality of customer service possible.
- Recognised for ability to communicate with customers and provide exceptional service that ensures client retention and positive feedback.
- Ability to increase business through strategies with growth of organisation.
- Retail - Corporate – Customer Issues and Grievance Handling

ORGANIZATIONAL EXPERIENCE

VODAFONE IDEA LIMITED

02/2025- TILL DATE

MANAGER - COCHIN NORTH CIRCLE

- Managing north circle 2 stores of 14 members. 10 employees handling walk-in customer experience & 2 handling outbound Home and corporate sales 2 doing telecalling .

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06/2024- 02/2025

ZONAL MANAGER - SOUTH(KERALA, KK)

- Managing the South Zone including Kerala and Karnataka, TN (11 retail stores with 55 members and all business operations of multiple states
- Revenue growth, cost reduction, team expansion, NSO
- 25% of YoY revenue growth across multiple area.
- Recruiting and coordinating store managers, inspecting stores regularly, reporting to senior management and implementing sales campaigns.

BHARTI AIRTEL LIMITED**07/2023-06/2024****D2C STORE MANAGER (A PART OF MARKET OPERATIONS)- KL COCHIN CIRCLE**

- Managing the area of Central team with 1 OR store, 1 AES & 1 mini store of 21 members. 12 employees handling walk-in customer experience & 7 handling outbound Home and Corporate sales.
- Ensuring maximum conversion from catchments in all LOBs and ensuring maximum utilisation from 15 RSUs and 72 RWAs (3 stores catchment areas).
- Monitoring and reviewing store performances on a regular basis with 18% conversion and 85% daily participation in Airtel black/ Family & BB.
- Drive sales of various Airtel products – Airtel Postpaid, Broadband, DTH, Airtel Payments bank, Airtel secure etc .
- Understand the market demographics and drive execution according to customer segments for catchment
- Fostering good business relationships with residential and market associations to drive new customer acquisition.
- Identifies current and future requirements of clients in B2B sales by establishing rapport with potential and actual customers to understand service requirements.
- Managing corporate accounts by doing end to end services to all corporates and their telecom requirements.
- Manned and walked the sales floor, proactively and reactively addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Developing store strategies to raise customer's pool, expand store traffic and optimise profitability.
- Ensure adherence to pre-defined Airtel -SOPs to run store operations smoothly.
- Ensure that the look and feel of the store is as per guidelines or standards.
- Maintain inventory levels of Airtel assets – Digital Assets, SIM cards, dongles, and MIFI devices.
- Track efficient cash handling to prevent shoplifting and ensure safety and security along with inventory and stock management to prevent stock outs or excess inventory
- Manage job results of store team by coaching, counseling, disciplining, planning, monitoring, and appraising job results.
- Strict adherence of NPS scores to 100% by providing prompt and better experience leading to customer satisfaction.
- Ensuring the new business strategy Bridge plan 2023-24 by 10% of growth from previous quarter in all business LOBs and ensuring less than 10 Detractor index / M4decay .

Major Achievements

- Achieved the Circle award '**Aakraman**' for **Highest Performance** in Q3 of FY 23-24.
- One of the winners of the prestigious '**Achievers club -2023-24**': **National Annual contest** involving multiple KPIs.
- Won award as **Best Manager** in **Category Audit Compliance** for FY 23-24
- Achieved the Circle award '**Aakraman**' for **Best Manager** in stack ranking for multiple KPI's in Q3& Q4 of FY 23-24.
- Recognition for **Customer Obsession Award** in FY 23-24
- **Member of Women ERG (TEAM 23)** at Bharti Airtel and recognised for the activities to enable women to achieve professional success to ensure equality for women employees to discuss and create awareness around issues women face in workplace.

BATA INDIA LIMITED**05/2022- 01/2023****RETAIL STORE MANAGER**

- Handled a store of 1721 sq/ft
- Managing and planning roaster & shift of the team
- Conducting regular briefing to align team, doing one to one reviews, analysing their performance,

- giving them regular feedback and monitoring their routine operations.
- Inventory control, maintenance of store assets, store hygiene & optimum utilisation of resources.
 - Target achievement with keeping control over store expenses.
 - Maintaining daily store operations with 100% SOP adherence.
 - Ensuring 100% offer implementation
 - Ensure 100% NPS with high level of customer satisfaction through excellent service.
 - Ensuring 100% omni sales & returns

Major Achievements

- Best performer in Year Estimate Achievement (18.4Million -Bata India LTD) in year 2022.

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RETAIL STORE MANAGER

08/2019- 04/2022

EDUCATION

Amity University, Noida, UP, India

07/2023 - 08/2025

Masters of Business Administration | Production and Operations Management

Mahatma Gandhi University Kottayam, Kerala, India

06/2015 - 06/2018

Bachelor of Commerce | College: Bharata Matha College Thrikkakara | Overall marks: 55.5%

Indian Certificate for Secondary Education, Kerala, India

06/2012 - 03/2014

Higher Secondary Education | School: Cardinal Higher Secondary School Thrikkakara | Overall marks: 73.91%

Indian School Certificate, Kerala, India

06/2011 - 03/2012

High School Education | School: Cardinal Higher Secondary School Thrikkakara | Overall marks: 94%

LICENSES& CERTIFICATIONS

- Generative AI - <https://coursera.org/verify/19V223JIZOOH>
- Cloud computing Basics (cloud 101) - <https://coursera.org/verify/07Y8C561QB0H>
- Certificate in Basic Mathematics
- Certificate in Advanced Excel
- Certificate in Professional and Life skills
- Certificate in Leadership and Motivation in Organisation
- Certificate in Principles of Retailing
- Certificate in Strategic Human Resource Management [From Amity University]

Personal Dossier

- Date of Birth : 20/11/1996 (20th November 1996)
- Gender : Female
- Father's Name : Santhosh Molath Sahadevan
- Religion : Hindu , Ezhava
- Caste : OBC
- Marital Status : Married
- Nationality : Indian
- Passport ID : U6862985 (expiring on 05/10/2030, issued at Ernakulam, Kerala, India)
- Languages known: English, Hindi, Malayalam, Tamil.