



## SINAN.MC

MACHANJEERI(HO) KAITHACHIRA(PO)

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### Summary

Sales & Management-oriented retail manager with 5 years of experience. In previous roles exceeded sales for easts by 15 % every quarter and achieved 25% increase in customer satisfaction. Eager to develop and in spire my retail team to exceed customer satisfaction levels and sales goals.

### Experience

COMPANY	DESIGNATION	WORKING PERIOD
PLANET FASHION (Aditya Birla Group,Mannarkkad)	ASSISTANT STORE MANAGER	2021-2022
LOUIS PHILIPPE (Aditya Birla Group,Palakkad)	STORE MANAGER	2022-2023
ALLEN SOLLY (Aditya Birla Group,Palakkad)	STORE MANAGER	2023-2024
FIRSTCTY.COM (Mahindra group)	STORE MANAGER	2024-2025

## As a Manager

- Handled the majority of customer complaints using Google review which increased customer satisfaction by 10% monthly.
- Applied retail KPI knowledge to make strategic commercial decisions that lead to exceeding sales targets by 15% a quarter.
- Reviewed store P&L as Store Manager to reduce costs in several areas.
- Monitored sales transactions and ensured sales procedures were followed properly.
- Managed retail staff recruitment and on boarding leading to a 15% decrease in wait time for new employee hiring

## Key Achievements

- Achieved Highest Store Month target with 32% grow.
- Increased Store walking's with marketing 30% in 2 months

## Education

COURSE	INSTITUTION	UNIVERSITY/BOARD	YEAR OF PASSING
UG	MES COLLEGE MANNARKKAD	CALICUT UNIVERSITY	PURSUING
HSE	GOVT HIGHER SECONDARY SCHOOL MANNARKKAD	STATE BOARD	2018
SSLC	KTM HIGHER SECONDARY SCHOOL MANNARKKAD	STATE BOARD	2015

## **Key Skills**

- Decision Making
- Team Leading And Motivating
- Commitment And Punctuality
- Sap Inventory
- Cash Handling
- Multi-Tasking
- Operations Management
- Negotiation And Communication
- Inter Personal Skills

## **Interests**

- Digital Entertainment
- Electronics Handling
- Exploring New Things
- Motivating
- Psychology
- Earning & Learning
- Marketing
- Advertise Making And Editing

## **Languages Known**

- English (Read-Write-Speak)
- Malayalam (Read-Write-Speak)
- Hindi (Read-Write-Speak) □ Tamil (Speak)

## **System Knowledge**

- Ms Office
- Windows
- Rpos
- R-Connect
- Sap-Pay In Slip
- Sap-Grn
- Sap-Purchase Order
- Oracele
- Oracle Pos
- Tata Pos
- Etp

## **Responsibility**

- Ensuring the Grooming and the staff behaviour.
- Every morning and evening sharing department photos to HO group for ensuring Quantity and Side availability ➤ Ensuring 100% customer satisfaction.
- Hygienic of department to maintaining.
- Attending meetings and plan for the sales, targets, stocks and the promotional sales.
- Conducting daily briefing twice in a day.
- Imparting training on SOP and company norms/Values to assigned subordinates.
  - Responsibility include management and operation of the store. Direct all the operations of sales floor and prepare reports for daily sale.
- Handling for more than 15 staffs.
- Ensure timely replenishments of core merchandise by ensuring that base stocks are taken as per time schedule.
- Track fast moving styles (FMS) and slow sellers in each brand category and provide timely feedback to the Store manager. This feedback will be in terms of style, colour and size.
- Identifying non-moving/slow moving stock, and submit liquidation plan for approval. ➤ Responsible for maintaining the discipline on the floor. Motivate, grooming and continuously train the floor staff. Ensuring that the sales team is well informed about company policies and procedures.
- Review performance of staff and staff appraisal and send recommendations to the management (improvement)
- Manpower planning plan shifts and weekly offs of staff for maximum utilisation of manpower and customer service.

## **PERSONAL DOSSIER**

**Father Name : Abdul aziz**

**Mother Name: jameela**

**Marital: Single**

**Current Salary Details:-28000 Per Month/3,36,000 per**

**Annum Experience:-**

**5 Years in Organised Retail (firstcry.com / Allen Solly / Louis Philippe / Planet fashion.aditya brila group )**

## **DECLARATION**

**I hereby declare that the information furnished above is true to that best of knowledge.**

**DATE:**

**SIGNATURE:**

**PLACE: Palakkad**