



Manu M

Retail Operations Manager

Dedicated and results-driven Retail Operations Manager with 6 years of experience in the retail industry. Proven track record of optimizing store operations, driving sales growth, and enhancing customer satisfaction. Skilled in team leadership, strategic planning, and process improvement. Seeking to leverage my expertise in retail management to contribute to the success and profitability of a dynamic retail organization.



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plamparambil,karunalayam,K uttappuzha Po Thiruvalla,
Thiruvalla Kerala, India

SKILLS

Customer relationship

Team Management

Leadership

Financial Management

Retail Merchandising

LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Tamil

Limited Working Proficiency

INTERESTS

Travel

Music

sports

WORK EXPERIENCE

Department Manager Style Union-Nexon Omniverse Ltd

05/2023 - 01/2024

Achievements/Tasks

- Drive sales growth by implementing sales strategies and promotional activities. Train staff on product knowledge and sales techniques.
- Monitor customer feedback and implement improvements to enhance customer satisfaction. Merchandise products effectively to maximize sales and highlight promotions.
- Ensure that the department layout and displays are visually appealing and in line with company standards and monitor product presentation and cleanliness of the department.
- Monitor and control department expenses, including labor costs and overheads and ensure compliance with company policies, procedures, and regulations.
- Develop action plans based on performance metrics to achieve sales targets and operational goals. Conduct regular stock audits and maintain accurate inventory records.

Store Manager Ethnicity Retail Ltd

01/2022 - 05/2023

Achievements/Tasks

- Recruit, hire, train, and supervise store staff and delegate tasks and responsibilities effectively.
- Monitor sales performance and take corrective actions as needed, analyze market trends and customer preferences to identify opportunities for growth. Monitor sales performance, expenses, and profitability.
- Oversee inventory levels and ensure accurate stock management and coordinate with vendors and suppliers to replenish inventory.

Department Manager FBB- Future group Ltd

01/2020 - 01/2022

Identify training needs and develop training programs for store staff

Achievements/Tasks

- Ensure excellent customer service standards are maintained at all times. Identify training needs and develop training programs for store staff. Merchandise products effectively to maximize sales and highlight promotions

Team Leader Pantaloons-Aditya birla fashion and retail Ltd

07/2017 - 01/2020

Achievements/Tasks

- Build and maintain strong relationships with customers. Address customer inquiries, concerns, and complaints in a timely and professional manner

EDUCATION

Bcom-cooperation MG university

07/2013 - 05/2016