

## Mohsin Khan R. Pathan

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### Career Objective:

Ready to work in the challenging environment to ensure teamwork and growth of the company. Want to develop the potentials in the professional career to reach at the superior level of responsibility with great hard work & dedication towards work.

### Professional Summary:

Worked with Premium brands like **GUESS** JEANS (2010-2012) and **ESPRIT** (2007-2010) at Iscon mall.

Have worked with NAUTICA brand (ARVIND LIFESTYLE BRANDS LTD.) (2012-2014).

Have worked with well known American female accessories brand name **Claire's** (DLF Brands Ltd.) at CG square CG road Ahmedabad, Gujarat. India.

Also having experience of working with UK's female accessories brand name **Accessorize**



GUESS



Accessorize

claire's



**Brand & Company: ICONIC (ICONIC FASHION RETAILING PVT LTD)**

**Locations:** Iconic Vivan Square Mall, Jodhpur cross roads, Satellite. Ahmedabad 380015

**Designation: Department Manager.**

**Duration : 20<sup>th</sup> of Dec'17 to Feb'21**

- ICONIC is Multi premium brand outlet first of its kind in AHMEDABAD
- I was handling sales and staff of premium brands department with customer management.
- Brands like Tommy Hilfiger, Calvin Klein, Nautica, Gant, Selected, Nautica, Gap, Jack & Jones, Celio, Aeropostale, US Polo, UCB etc brands were there
- Assisting in the development of sales and merchandising plans that support brand building and financial objectives
- Managing inventory control, cash control and daily cash reconciliations.
- Scheduling of retail staff and assigning responsibilities and tasks as appropriate.
- Ensuring workplace presents to standards of safety, security, and cleanliness

**Brand & Company: Accessorize (PLANET RETAIL HOLDINGS PVT LTD)**

**Locations:** Ahmedabad one Mall, Near Hyatt Hotel, Vastrapur. Ahmedabad 380015

**Designation: Store Manager.**

**Duration : 12<sup>th</sup> of Dec'16 to till Dec'17**

- Responsible for showroom sales and total customer management.
- **Assisting in the development of sales and merchandising plans that support brand building and financial objectives**
- **Managing inventory control, cash control and daily cash reconciliations.**
- **Scheduling of retail staff and assigning responsibilities and tasks as appropriate.**
- **Ensuring workplace presents to standards of safety, security, and cleanliness**

**Brand & Company: CLAIRE'S (DLF BRANDS LTD.)**

**Locations:** CG Square, CG road, Ahmedabad Gujarat India

**Designation: Assistant Store Manager.**

**Duration : 25<sup>th</sup> of Aug'14 to Sep'16**

- Responsible for showroom sales and total customer management.
- Leading, training & motivating teams to ensure positive contribution to company.
- Supervising the activities pertaining to coordinating with Service Department for after sales services, replacement and complaint closures towards customers' satisfaction.
- Building brand name amongst all kind of customers.
- Co-ordination with Carrying & Forwarding Agent for stock inventory of showroom.
- Upkeep of stocks and stock reconciliation on monthly basis.
- Maintaining customer database on regular basis.
- Handling customer queries & complaints.

**Brand & Company: NAUTICA (ARVIND LIFESTYLE BRANDS LTD.)**

**Locations:** Alpha One Mall, Ahmedabad Gujarat India

**Designation: Assistant Store Manager.**

**Duration : 1<sup>st</sup> May 2012 To 24<sup>th</sup> Aug 2014. (**

**Aug'2014) Job Profile**

- Provide best customer experience to all customers.
- Following and Maintaning the Watches Business.
- Handling and Auditing of Store and Watches Business.
- Handling Customer Complaints and Following up with Service centres.
- Maintaning Inwards and Outwards of Stock.

Brand & Company: **GUESS** (PLANET RETAIL HOLDINGS PVT LTD.)

Locations: Iscon Mall, SG Highway, Ahmedabad Gujarat

India Designation: **Assistant Store Manager**

**Duration : 3<sup>rd</sup> Nov 2010 to 30<sup>th</sup> April**

### **2012 Job Profile**

- Taking care of the clients and endeavoring excellent services .
- Handling visual Merchandising for Store and Watches.
- Giving Watch training to the new team and take assessments.
- Handling Customer Complaints and Following up with Service centers for updates.
- Maintaining Inwards and Outwards of Stock.
- Maintaining watch sale and service records on daily, weekly, monthly & Yearly basis.

**Brand & Company: ESPRIT (MADURA GARMENTS)**

Locations: Iscon Mall, SG Highway,

Ahmedabad Gujarat India Designation: Fashion Associate

**Duration : 13<sup>th</sup> Sep 2007 To 7<sup>th</sup> July 2010**

### **Responsibilities:**

- Keeping track of their arrival on the floor, Maintaining the right "Base Stock" on the floor .
- Visual merchandising- Display Management, Maintaining the look of the floor space, Visual Up gradation (seasonal).
- Maintaining performance, daily Target & Ach, monthly Ach, annual Ach sale report.
- Watch champion in the store.
- Responsible for training and assessing new team.

### **Customer Service Support & Skills**

- Relationship building with clients for enhanced terms ensuring continued & repeat business. Building brand name amongst Customers.
- Providing instant service to clients, entailing provision of fastest solutions to customer concerns so as to enhance their satisfaction levels. Coordinating with Service Department for after sales services, replacement and issues pertaining to customer complaints.
- Undergraduate in a related discipline (Post secondary studies in Commerce)
- Proficiency in Microsoft Office.
- Supervisory experience in a Luxury retail environment
- Experience in group training and coaching.
- Excellent oral and written communicating skills.

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<b>Educational</b>
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- **S.S.C. BOARD EXAMINATION (MARCH – 2000)**
- **H.S.C. BOARD EXAMINATION (MARCH/APR/JUNE) – 2002**

<b>Personal Details:</b>
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- **Date of Birth** : 23/09/1984
- **Marital Status** : Married.
- **Sex** : Male
- **Languages Known** : English, Hindi, Gujarati
- **Communication Address** : 2556, OPP TAJPUR MOMINWAD,  
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INDIA