# Robinson soloman

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Career Statement:

“Looking for a career in an environment that gives opportunity to achieve organizational goals with self career growth”

**Professional Synopsis**

A competent professional with more than 10 **years of qualitative experience in Retail Operations.**

**Organisational facet**

June2021 -Till Now Osia Hypermart Ltd. Department Manager(Fashion)

June2015-April 2021 Zodiac Clothing Co.Ltd. Assistant store manager

April 2011– May 2015 Ayesha fashion Pvt. ltd, SR.Sales Executive

March2008- Feb 2011 Tam media pvt.ltd process Analyst

AUG2006 - JAN2008 Future Group Sales Associate

MAY2004 - JULY2006 Nice and New/Garment Shop Sales staff

**Areas of Expertise**

**Skill Profile**

* Good Communication Skills (both verbal and written)
* Great interpersonal skills and friendly, well-mannered and polite nature
* Excellent customer service skills with ability to deal with every kind of personality.
* Good at building relationships with Customers.
* Able to handle complaints, aggressive customers and difficult situations.
* Efficient in sales
* Capable of working under pressure
* Able to responsibly take care of merchandise and shelving products an according to company policies**.**

**Accountabilities:**

* Greeting to walk in customers.
* Providing excellent services to customer.
* Answering queries from customers.
* Mapping client’s requirements & providing expert advisory services.
* Monitoring customer perceptions to address negative image and problem areas.
* Accountable for general administration & customer facilitation standards & other processes of company.
* Planning and achieving sales targets to meet business objectives and ensuring timely flow of information individually.
* Providing training to sales staff.
* Balancing cash registers with receipts and DSSR.
* Received, checked, inward and shelved all merchandise products.
* **Stores Management**
* Carrying out store management of various products including operations budgeting, planning & execution.
* Replenishing of stock items by raising purchase indents and delivery advices in trend requirements
* Received, checked and shelved all merchandise products.
* Sustaining the existing network, ensuring timely distribution of merchandise to the customer.

**Accountabilities:**

* Planning and achieving sales targets to meet business objectives and ensuring timely flow of information individually.
* Responsible for planning & implementing marketing initiatives and events.
* Merchandising planning & product presentation.
* Accountable for general administration & customer facilitation standards & other processes of company.

**Academic Credentials**

Graduate

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Organization** | **percentage** | **Grade** |
| S.S.C | G.S.E.B | 68% | First |
| H.S.C | G.H.S.E.B | 55% | Second |
| Web Operator Course | X.T .Institute | 70% | First |
| B.A | B.A.O.University | 50.00% | Second |

**Software Proficiency**

I have passed web operator course from Xavier Technical Institute, Vadodara.

Computer literate – knowledge and experience of using MS Office,POS,several databases & email management software.

**Personal Vitae**

**Marital Status** :Single

**Date of Birth** : 24/07/1986

**Address** : H/701,Sardar Patel Heights(GHB) Near Samta police station,

Samta -390023