

Curriculum Vitae Of Contractor Himani

Dynamic, creative and self-motivated with a proven track record of generating long term revenues and sustainable success for employers; after 5 years of honing my craft in the industry, I am ready to expand my scope. I am confident that the experience, skill sets and expertise I gained will carry over to the next level of my career.

I'm a hard-working Individual with rich experience in **retail merchandising, general management** and have excellent knowledge of **store operations** as well as VM standards and possess over **9 years of experience** including **5 years in Visual merchandising**.

I am Highly **Enthusiastic** and **Energetic** personality, carrying positive attitude towards the personal and professional life.

I'm **success driven** and enjoy making a difference. Overall my goals are to contribute to my employer's profitability and play a part in the success of the organization through my determination to succeed in my working environment.

➤ Career History:

Apr.'17 – Present	:	<ul style="list-style-type: none"> • Area Visual Presentation Specialist – NIKE (Handling GUJARAT) Based in Ahmedabad
Responsibilities	:	<ul style="list-style-type: none"> • Handling all over Gujarat stores of NIKE. • Visual Presentation of the Store. • Standardization of Visual presentation of the merchandise • Create appealing elevations to create visually rich display of merchandises. • Placement of fixtures as per planogram • Responsible for window display. • Conceptualizing design and execution of focal point. • Ensure focal points as per planogram • Cost Management • Vendor Management • Store Launch
Apr.'16 – Aug.'16	:	<ul style="list-style-type: none"> • Assistant Store Manager – Louis Philippe Store, AlphaOne Mall, Ahmedabad, India
Responsibilities	:	<ul style="list-style-type: none"> • Train store staff by reviewing and revising orientation to products and sales training materials • Evaluate competition by visiting competing stores; gathering information such as style, quality, and prices of competitive merchandise • Promote sales by demonstrating merchandise and products to customers • Prepare weekly reports by collecting, analysing, and summarizing information • Contributes to team effort by accomplishing related results as needed
Sept.'14 – Sept.'15	:	<ul style="list-style-type: none"> • Retail Merchandising Manager – Primark Stores Ltd., Hammersmith, London, United Kingdom
Responsibilities	:	<ul style="list-style-type: none"> • Lead merchandise selection, pricing, planning and marketing. • Created visual marketing and styled window displays. • Monitored and analysed sales records and consumer purchasing trends. • Anticipated consumer buying patterns to create

		<p>a purchase and inventory plan.</p> <ul style="list-style-type: none"> • Set and recommended mark-up rates and selling prices for merchandise. • Organised on-site training to educate management and sales staff on benefits and care of product lines. • Educate employees on new merchandise during seasonal workshops. • Conduct or help with new employee orientation and training • Present employee training materials and provide career development • Mediate disputes and direct disciplinary procedures in the workplace • Perform background checks on prospective employees • Maintain employment records and maintain employee records • Conduct exit interviews
Oct. '09 – Sept. '14	:	<ul style="list-style-type: none"> • Senior Department Manager & Cash Office Supervisor – Primark Stores Ltd., Hammersmith, London, United Kingdom
Responsibilities	:	<ul style="list-style-type: none"> • Investigated and resolved customer enquiries and complaints in an empathetic manner. • Cross-trained and backed up other customer service managers. • Adhered to all confidentiality requirements at all times. • Assumed ownership of team productivity and managed work flow to meet or exceed quality service goals. • Facilitated inter-departmental communication to provide effective customer support. • Scheduled staff shifts to cover peaks and lulls in customer enquiries. • Identified individual development needs with appropriate training. • Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals. • Maintain strong internal controls for payment collections at the payment receipt location level and safeguarding against loss.

		<ul style="list-style-type: none"> • Annually or when staff roles change, review local cash handling procedures and update as needed. • Notify the Departmental Cash Handling Role Administrator of changes in roles. • Conduct cash transactions with customers • Provide a receipt to customer paying in person. • Endorse all cheques immediately upon receipt. • Enter transactions into accounts receivable system, cash register or cash receipt journal/log. • Count the cash and submit the cash & supporting documentation to the Cash Manager at the end of the shift. • Monitor cash receipting functions. • Authorize various transactions, such as refunds, voids, and cash drawer reconciliations weekly. • Retrieve & count cash receipts from the business day. • Prepare the deposit. • Store the cash in a secure location until it is deposited. • Deliver deposit to the bank or designated deposit drop location.
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➤ **Personal Details:**

Name:	:	Himani Contractor
Resides	:	36, N.R. Patel Park Part-1, Near Bhavsar Hostel, Nava Vadaj, Ahmedabad, Gujarat, India
Tel	:	07573874675 (MO.)
E-mail	:	himanicontractor@yahoo.co.uk

➤ **Key Skills:**

ICT	:	Microsoft Office, Internet and various software applications
Other Skills	:	Excellent communication skills, Leadership qualities, teamwork, strategic thinking and planning ability, problem solving and analytical skills, adaptability to change, initiative and time management

➤ **Academic History:**

- Completed Secondary School Education in March 2006 from Gujarat Secondary Education Board with First Class (66%)
- Completed Higher Secondary School education in March 2008 from Gujarat Secondary Education Board with Second Class (57%).
- Completed Advance Diploma in Business Management in the January 2012 from Oxbridge College with First Class (A Grade)
- Completed Masters of Business Administration in the May 2013 from University of Wales with Distinction (75%).