

MANCHALA MUNISWAMY

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"To learn and function effectively in an organization and be able to deliver to the bottom-line. To constantly upgrade my knowledge and skills and make a difference in whatever I do. Seeking Customer Relationship Management with a growth oriented organization".

PROFESSIONAL SYNOPSIS

- ★ Total 3 years work experience in Retail Operations Management
- ★ 1 year worked as a Souchii Brand Promoter
- ★ Having 2 years work experience in Reliance Retail Limited (Reliance Trends Ltd.), CSA-KADAPA. Nov'18 to Till Now

CAREER HIGHLIGHTS

- ★ 1 year worked as a Souchii Brand Promoter in Reliance Trends
- ★ 6 Months worked as a CSA in Women's Wear
- ★ 4 Months worked as Team Leader in Kids Wear

Roles & Responsibilities:

- ❖ Sales
- ❖ Folding & Replenishment
- ❖ Customer Service
- ❖ Merchandising, Floor setting
- ❖ Increase sales and margins and minimize expenses, including shrinkage
- ❖ Gather consumer data for feedback
- ❖ constantly updated. Product knowledge, brand differentiation
- ❖ Update category on latest development in new product/brands and presentation /selling technique. Healthy Sales and achievement of store KPI's-No of bills / ATV/ SPF/IPCM/NPS/Conversion/Loyalty.
- ❖ Adhering to operations parameters as per SOP in accordance with overall company policy.
- ❖ Maximizing profitability through efficient showroom operations.
- ❖ Ensuring a delightful shopping experience to customers and making the showroom to customers a preferred shopping destination to shop.
- ❖ Revenue per SQ. Ft and Gross Margin per Sq. Ft for the categories managed
- ❖ Increase in conversion ratio of respective category. Increased Average Transaction Value per customer
- ❖ Accuracy and uptime of all forms of Visual merchandizing for categories managed
- ❖ Providing customer service at all levels and makes there a Good Shopping experience.
- ❖ Achieving the Net promoter score (NPS) at 60 %
- ❖ Follow up the detractor feed back and trying to get them not repeat again.
- ❖ Motivating Team Members to achieve their targets

★ **4 Months learned & worked as a Commercial & Accounts Person**

Roles& Responsibilities:

- ❖ Handling Cash tills, cashiers & CSD
- ❖ Cash deposit
- ❖ Consumables
- ❖ Purchase Orders

★ **From last 10 Months till now working as a Back of House (BOH) Executive (Warehouse Executive) and Ajio Executive in Online Retail Ltd in Trends**

Roles& Responsibilities:

- ❖ Stock Inward and Outward
- ❖ Goods Return To Distribution Center (GRDC)
- ❖ Internal Store Transfer (IST)
- ❖ To optimize the store display stock and back-store inventory to increase the stock turns for the category
- ❖ To ensure effective stock and visual merchandising including product label, accurate and updated prices, special/periodic promotional offers, point-of-purchase promotional materials, sales planning.
- ❖ Work closely with buying team to ensure 100% fill rate at store.
- ❖ To ensure shrinkage on floor is minimized as per company guideline.
- ❖ Profitability from stores vide
- ❖ Adhering to operations parameters as per SOP in accordance with overall company policy.
- ❖ Stock Availability in terms of per cent reduction of stock-outs
- ❖ Achieving the store Audits above 95%.
- ❖ Maintain the store with low shrinkages and damages.
- ❖ Responding for Backend Operations
- ❖ Daily checking Online Open orders in Store Order Management Portsl
- ❖ Accepting ,Packing and Handover online orders to courier Persnons
- ❖ Inward Online Orders when is there any Return Orders

ACADEMIC QUALIFICATION

QUALIFICATION	INSTITUTION	UNIVERSITY/BOARD	PERCENTAGE	YEAR PASSED
B.Sc(MSCs)	Govt.College for Men(A), Kadapa.	Yogi Vemana University	86.8 %	2018
Intermediate Education (M.P.C)	SKM Jr. College, Siddhavattam	Board of Intermediate Education,A.P	69.1 %	2015
S.S.C	Municipal High School(Main),Kadapa	Board of Secondary Education,A.P	80 %	2013

PROFICIENCY

- ❖ Operating MS.OFFICE, MS Paint
- ❖ Operating SAP SE (750)
- ❖ Having Good Typing skills with an accuracy of 30 words per minute.

STRENGTHS

- ❖ Good communication & interpersonal skills with proven abilities in customer relationship management.
- ❖ Extremely adaptable and fast & continuous learner hence could move across different functions.
- ❖ Hardworking and having confidence of handling any responsibility with patience.
- ❖ Believe in Team work, delegation of work with accountability and Responsibility for achieving organizational goals.
- ❖ Good at problem solving
- ❖ Good Analytical and Communication Skills.
- ❖ Having good patience to work at one place for a long time.

ACHIEVEMENTS

- ❖ Successfully completed Physical Inventory with low shrinkage in Reliance Trends kadapa
- ❖ When I worked as a Team Leader in Kids wear, 4 months we achieved kids wear Category Sales Target
- ❖ Won Best CSA Certificate in Kadapa Reliance Trends 1994 store.
- ❖ I Got the NATIONAL MEANS MERIT SCHOLARSHIP(NMMS)
- ❖ Participated in State Level Inspire Awards Exhibition.
- ❖ I Got Many Awards and Rewards in my Academics.

PERSONAL INFORMATION

Name	:	MANCHALA MUNISWAMY
D.O.B & Age	:	18-07-1998
Father Name	:	M.Rangaswamy
Marital status	:	Unmarried
Languages Known	:	Telugu, English, and Hindi.
Hobbies	:	Listen Music, Reading Books

DECLARATION

I hereby declare that the information and facts stated are true and correct to the best of my knowledge and if given an opportunity to work with your prestigious organization, will definitely prove to be sincere and hardworking.

Place:

(M.MUNISWAMY)

Date: