

# PARVEEN SHAIKH

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## EXPERIENCE

### Department Manager / Acting Store Manager

Zudio

08/2022 - Till Date

Brand of the Tata Group, a larger retail company. One of India's biggest and oldest corporations.

- Completes store operational requirements by scheduling and assigning employees. Maintains store staff by recruiting, selecting, orienting, and training employees.
- Promotes optimum staff performance by coaching, counseling, and disciplining employees.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, and analyzing variances.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers to understand service requirements.
- Ensures availability of merchandise and services by approving contracts. Formulates pricing policies by reviewing merchandising activities, determining additional needed sales promotion, and authorizing clearance sales.
- Markets merchandise by studying advertising, sales promotion, and display plans.
- Secures merchandise by implementing security systems and measures.

## EXPERIENCE

### Assistant Department Manager

Fashion

Reliance Ltd.

05/2019 - 12/2021 • Maharashtra

A prominent retail organization specializing in a variety of consumer goods.

- Maintained fast billing process at the Cash counter
- Helped customers by removing property tags from purchased products
- Highlighted ongoing offers to customers in the billing queue
- Maintained Excel sheet of petty cash
- Provided customer assistance through listening and communicating
- Checked daily updates of sales and continuously improved performance

## SUMMARY

I am a dedicated Sales Supervisor with a strong background in retail management and customer service. I have effectively led teams, managed sales operations, and ensured customer satisfaction while achieving significant sales targets. With a passion for helping customers and a commitment to excellence, I aim to grow and contribute positively in a reputable organization.

## STRENGTHS

### Strengths

Confident in situations with a positive attitude, dedicated towards work with a stabilized mind.

## KEY ACHIEVEMENTS

Best Brand Sales Employee of the Year and Best Grooming Employee of the Year

Recognized for outstanding performance and dedication, achieving the best sales and grooming employee awards in the previous jobs.

## SKILLS

Hindi, Marathi

## PASSIONS

### Hobbies

Enjoys listening to music, Shopping and spending quality time with family.

## LANGUAGES

English  
Advanced



Hindi  
Advanced



## EXPERIENCE

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### TEAM LEADER / SALES OFFICER

**FBB (Fashion of Big Bazaar)**

06/2015-07/2019

A retail company with responsibilities in team management and customer service.

- Supervised employees of the department including assigning and evaluating work
- Interviewed, hired, and trained new employees
- Approached customers with a smile, greeting with confidence
- Listened to customers' wants and needs through effective communication
- Managed in-store merchandise display and served as liaison between the store and planner
- Addressed team concerns and escalated situations as needed
- Provided departmental reporting as required

## EDUCATION

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**Bachelor of Commerce**

**Mumbai University**

**Jun 2008**

**Higher Secondary Certificate**

**Maharashtra State Board**

**Feb 2004**

**Secondary School Certificate**

**Maharashtra State Board**

**Mar 2002**

## TRAINING / COURSES

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- Knowledge of sap
- Knowledge of pos
- Computer proficiency in MS Office. ( Word, Excel, PowerPoint and Outlook)
- Best store merchandising
- Got excellent rating in yearly performance.
- Certified Store Coach