Nirmala V

Retail Operations Coordinator | Administrative Support Professional | Experienced in Customer Engagement



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- 7981953412

Chennai

A hardworking and reliable individual with over 20 years of hands-on experience in both store and office administration. Started in a family-run retail business, gaining deep experience in sales, cash handling, and customer service, and later managed a specialty propshop catering to maternity and baby photography needs. Known for being punctual, responsible, and easy to work with. Comfortable handling tasks independently or as part of a team. Now seeking stable work and open to flexible job opportunities across various fields. Eager to learn new skills and contribute positively in any role given.

➡ Professional Experience

Store In-Charge, Client Experience Associate & Office Administrator Artista Propshop – Maternity & Baby Photography Outfits and Props

- Managed daily operations of a specialty propshop offering photo shoot backdrops, elegant gowns for women, and outfits for infants and toddlers
- Handled customer billing, maintained cleanliness and visual arrangement of products, and ensured a welcoming store environment
- Assisted clients with kindness and patience, helping them select suitable dresses and props for maternity and baby photoshoots
- Maintained accurate cash records and supported inventory restocking and product organization
- Recognized for delivering exceptional customer service and maintaining a calm, professional atmosphere under pressure

Sales & Operations Associate – Family-Owned Mobile Sales and Coffee/Tea Powder Retail Venture

- Supported the operations of a family-run retail venture offering mobile phones, related services, and coffee/tea powders
- Handled product sales, basic service coordination, customer support, and daily cash transactions
- Assisted in the preparation, packaging, and direct sale of coffee and tea powders to customers
- Gained valuable experience in retail sales, service handling, customer interaction, and small business operations

2021 – present Besant Nagar, Chennai

1999 – 2019 Andhra Pradesh, India

Education

Bachelor of Arts in Economics,

Lady Doak Arts College 1993 – 1996 Madurai, TamilNadu

Skills

Customer Service Excellence

Skilled in handling a variety of customers with patience, empathy, and professionalism

Inventory Handling

Keeps stock organized, tracks product levels, and restocks as needed

Exceptionally Responsible and $\bullet \bullet \bullet \bullet$ Trustworthy

Known for managing work independently with confidence, consistently meeting expectations, and taking full ownership of tasks with focus, care, and accountability.

Verbal Communication

Clear, polite, and confident when interacting with all types of clients

Flexible and Fast Learner

Open to new kinds of work and quick to adapt to different environments and roles

Retail Operations Management • • • •

Experienced in billing, cash handling, and coordinating day-to-day shop activities

Languages

Telugu

Tamil • • • • English • •