**Sadhana Mohapatra**

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# Objective

To work in an organization that provides an opportunity to gain acquaintance and experience. Wish to optimally utilize my potential and add value to the organization.

# highlights

* Retail merchandise sales
* Effective communicator with excellent planning, organizational and problem solving skills.
* Business retention
* customer service focused/performance
* self-motivated
* positive attitude
* coach
* positive working environment
* sales objectives/goals
* managerial experience
* productivity
* store operations
* Time management

# Professional Experience

## INTERCRAFT TRADING PVT LTD

## *Store Manager, September 2012 – present*

**Responsibilities:**

* Recruiting, training, supervising and appraising staff
* Ensuring the Store Cleanliness and safety guides
* Managing budgets
* Maintaining statistical and financial records
* Problem solving,handiling unusual circumstances
* Overseeing pricing and stock control(FIFO,LIFO,DEAD STOCK)
* Product Management including Ordering, Receiving, Price change etc...
* Basic computer applications in stores management and materials control(Billing)
* Maximizing profitability and setting/meeting sales targets, including motivating staff to do so
* Ensuring compliance with health and safety legislation
* Visual Merchandising(Preparing promotional materials and displays)
* Liaising with Head Office and also with the Mall Team
* Conduct the promotional activity like-Atrium Promotion ,In store activity and Cross Promotion during festive season

**INTERCRAFT TRADING PVT LTD**

Supervisor, September 2008 –September 2012

**Responsibilities:**

* Ensure customer service is of the highest standards at all times.
* Managing a team of over 26 staffs, including beauty advisors & relievers.
* Planning events and promotions for the store.
* Knowledge of all relevant retailing legal, professional and ethical requirements.
* Managing staffs and monitoring their performance relating to Sales and targets.
* Stock Reconciliation
* Visiting & Auditing.
* Staff Motivation.

# Education& Certification

* Post Graduate Diploma in Aviation and Hospitality Services from Frankffin Institute of Air hostess Training.
* BA from Shri Jagannath Sanskrit Vishwavidyalaya, Puri.
* 10+2 from Council of Higher Secondary Education Orissa.
* 10 from Board of secondary Education Orissa

# personal

* Date of Birth : 05-April-1988
* Marital Status : Married.
* Linguistic Abilities : English, Hindi, Odiya and Kannada

# Awards and honors

* Won the Customer delight award 4 times throughout the tenure.

I hereby declare that the above information is true to the best of my knowledge.

**Sadhana Mohapatra**