

# Sanchari Sarkar

## Store Manager

A competent professional with 3+ years of experience in Retail Store Management



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## WORK EXPERIENCE

### Store Manager

Vodafone Idea Ltd.

04/2019 – 04/2020

Pune

#### Tasks

- Leading a team of 6 Customer Care Executives and ensuring completion of daily tasks.
- Maintaining cordial relations with customers to enhance brand loyalty and customer retention.
- Organizing promotion of services, by educating customers regarding self-care services thereby, empowering them.
- Ascertaining hassle free implementation of financial settlements for managing company's profitability.
- Managing proper invoicing of sold goods, ordering new stock and ensuring it is in optimum condition.
- Accurately invoicing goods upon arrival.

### Store Manager

Bharti Airtel Ltd.

04/2016 – 08/2018

Ranchi

#### Achievements

- Attained 2% increase in conversion% of the average conversions in 2017; won national recognition from senior management .
- Increased walk-ins of the retail outlet from 1000 in a month to approximately 3683 of the location during the tenure, out of which 1800 were within a period of 18 months .
- Worked towards achievement of monthly targets for 150 post-paid connections by working upon our Net Promoter Score and adopting a customer friendly atmosphere.

## EDUCATION

### Post Graduate Diploma in Management

Xavier Institute of Social Service

05/2014 – 04/2016

Ranchi

### Bachelor of Arts

Calcutta University , Loreto College

06/2010 – 06/2013

Kolkata

#### Courses

- English Honours

## SKILLS

communication

Retail Operations

People management

Relationship management

Leadership

Interpersonal Skills

## PROJECTS

Revamp of the Employee Self-Service Portal  
(04/2015 – 06/2016)

- ITC Summer Internship

## CERTIFICATES

Certificate for completion of Social Service field work  
(06/2014 – 04/2016)

Field work at Central Institute of Psychiatry, Jharkhand State AIDS Control Society, Remand Home

Certificate for volunteering at XISS Panache  
(02/2015 – 02/2015)

Decorating team

Certificate for participation in Legal Awareness Course  
(08/2012 – 08/2012)

Aimed at Women Empowerment

Certificate of Merit (02/2012 – 02/2012)

Community service at Mamudpur Unnayan Parishad

Certificate for volunteering as a rapporteur  
(10/2014 – 10/2014)

National Conference on E-Governance Challenges and Opportunities organised by IT dept. XISS

Certificate of Completion and Achievement  
(01/2012 – 03/2012)

Enrichment Course -Interior Designing

Certificate for Competency in French  
(11/2011 – 01/2012)

Enrichment Course

## LANGUAGES

English

Professional Proficiency

Hindi

Professional Proficiency

Bengali

Limited Working Proficiency