AHMEDABAD,INDIA,380005

8849197317,

yadavnisha0123@gmail.com

NISHA YADAV

PROFESSIONAL SUMMARY

Committed trade professional experienced in growing profitable retail outlets. Leads by example to motivate hardworking, driven sales teams. Skilled in business planning and management to maintain high-performing stores.

CORE QUALIFICATIONS

- Marginal analysis
- Stock control
- Financial management
- Mind-mapping
- Stock management

EXPERIENCE

October 2021 - Current
Retail Store Manager HP WORLD | AHMEDABAD, INDIA

- Maintained excellent employee relationships by cultivating supportive, positive and helpful working environment.
- Managed the hiring of new staff by reviewing CVs, conducting interviews and selecting talent.
- Enforced health and safety regulations by regularly monitoring operations, appropriately dealing with rule-breakers.
- Created positive working environments by offering support and guidance to staff.
- Closely monitored team performance, identifying improvements and managing change.

January 2016 - July 2021
Retail Sales Assistant BATA INDIA LIMITED | AHMEDABAD, INDIA

- Addressed and resolved complex customer complaints in calm, efficient and friendly manner.
- Processed cash and card payments during busy shopping periods to minimise customer waiting times.
- Communicated effectively to determine customer needs, provide recommendations and upsell services.
- Performed closing duties such as cleaning windows and floors, securing shop premises and cashing-up tills.
- Maintained, clean, presentable and stunning product displays by conducting routine visual merchandising tasks and deep cleans.

EDUCATION

2014
Certificate of Higher Education | COMMERCE
GYANDEEP HIGH SCHOOL, AHMEDABAD , GUJARAT, INDIA
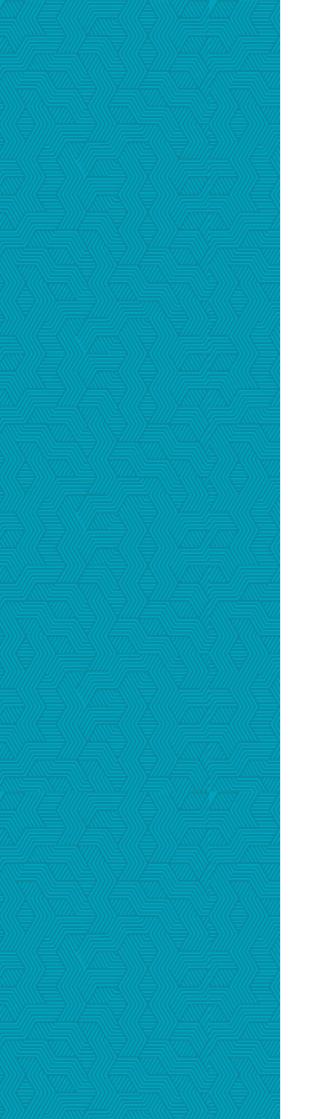
ACCOMPLISHMENTS

- Improved reviews by successfully handling customer complaints and implementing monthly staff training.

CERTIFICATIONS

- MS OFFICE (WOED ,EXCLE) certified.
- Windows. -Turning on the computer and logging on. ...
- File Management. -Managing Windows Explorer. ...
- Word Processing. -Creating documents in Microsoft Word. ...
- Spreadsheets. -Understanding spreadsheet functionality. ...
- Accessing the Internet.

LANGUAGES

English, Hindi: First Language

English: C2

Proficient

Hindi: C2

Proficient