

N.SUBRAMANIYAM

Committed professional offering more than 2.6 years of experience in **RETAIL INDUSTRY (STORE OPERATION MANAGEMENT)** with Excellent communication skills and Store Handling in all sorts of environments. Seeking to learn more also want to expand my talents & my career by bringing a wealth of expertise to a well-established company.

Skills

- Retail sales operations
- Customer service
- Sales strategies
- People management
- Business KPI's
- Loss prevention
- Inventory & shrinkage control system
- Ms office & SAP
- Presentation skills

Experience:

Objective:

To increase business profit by increasing the customers footfall & converting the sales by giving best customer satisfaction service also handling entire store operation & staffs along with superior managers.

JANUARY 16TH 2019 TO FEBRUARY 18TH 2021

Asst. Store Manager / Reliance Fresh(smartpoint), Chennai

Responsibilities:

- Being an **Asst. Store Manager** need to follow SOP's to regulate store operations on daily bases also we have to **lead 35+ sales associates by SM & ASM.**
- Store should ready for morning sales & SM & ASM need to take meetings with store staff's to assign **Daily task, about sales Target & passing out the information from higher officials to store level.**
- SM & ASM main responsibility is to **train the store staff's on store Tasks, product knowledge & about best customer services** which helps in to increase the turnover.
- Need to display special **offer products to grab new customer's** & giving the best **customer service** by making customer easy & comfortable purchasing experience also need to solve **customer queries.**
- On the daily bases we need to maintain **Shrinkage** level by covering all the aspects to prevent Loss, also need to do stock order according to customer & market demand which helps to control expiries.
- **C&A** should report the **cash management** to SM & ASM which helps us to maintain the **cash flow without any shortage.**

- Need to attend meeting for store performance review with CLUSTER & ZONAL/REGIONAL MANAGERS.

SEPT 11TH 2020 TO CURENTLY 2021

Sr.Executive(Store Incharge)/ Organic India, Coimbatore

Responsibilities:

- Being a **Store In charge** have to focus on daily sales target by following all the SOP's for daily bases
- We have to give **PREMIUM CUSTOMER SERVICE** by fulfilling customer's exact need.
- Having good knowledge about **Human Health & Ayurvedic Herbs benefits** with the help of trainers & Doctors which helps us to solve customer problems which ultimately boost the store sales.
- Our main motive is to give **Products health Benefits awareness** to increase footfall & to increase store sales.
- Every Quarterly we need to Represent our **Store performance review** to Head Manager which covers all **KPI's**.
- Need to do stock audit to **Control Shrinkage** & also have to monitor stock flow by understanding the customer demand.

Achievements at store level:

- In Reliance Fresh our store was the best in **shrinkage control & Loss prevention management**.
- In Organic India we achieved best store performer in all KPI's

Education

JUNE 2018

B.com (Computer Applications) / RVS college of Arts and science (Bharathiyar University).

- Graduate with Distinction - 62%

MARCH 2015

12th in Commerce /KENDRIYA VIDYALAYA Afs Sulur, Coimbatore

- Mark - 71%

MARCH 2013

10th in Commerce /KENDRIYA VIDYALAYA Afs Sulur, Coimbatore

- Mark - 66%

Personal Details:

Date of Birth : 10th october 1996
Gender : Male
Nationality : Indian
Marital Status : Single
Languages Known: English, Hindi, Tamil
Hobbies : Long traveling, Listening musics,
Permanent Add : 3/142 23-A1, Shakti Nagar, Kangayampalyam, Coimbatore
Tamil Nadu-641401.

I hereby declare that the above furnished details are true to the best of my
Knowledge.

Place:

Date:

N.Subramaniyam