



AKSHAY.N

STORE MANAGER/CUSTOMER RELATIONSHIP OFFICER

PERSONAL INFO

DOB:19-05-1998

Visa Status: Visit Visa

Expiry :28-02-2025

LANGUAGES

English -Professional working proficiency

Hindi - Limited Working Proficiency

Tamil-Limited working proficiency

Malayalam -Native

CONTACT

- akshaynair266899@gmail.com
- +971508278949
- Al nahda ,Sharjah

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION,
UNIVERSITY OF MADRAS,
APRIL -2018

SKILLS

- Communication and negotiation
- Leadership and problem solving
- Problem solving and decision making
- Sales and business development
- Strategic thinking
- Programming languages: MS office (Word, Excel, Outlook, PowerPoint)
- Organization and Time management

PROFESSIONAL SUMMARY

Experienced Store manager and Customer Relationship officer with number years of experience Motivated professional with strengths in supervising employees and promoting optimal customer service. Proven ability to build strong relationships with clients, colleagues, and stakeholders to achieve organizational goals. Managing team reviews and creating reward program. Lead, motivate, and train a team of sales associates to deliver exceptional customer service and with a focus on sales goals. Ability to operate basic business software programs.

EXPERIENCE

CUSTOMER RELATIONSHIP OFFICER

MEGAN'S RESTAURANT LONDON, UNITED KINGDOM
APRIL 2022-NOVEMBER 2023

- Successfully increased sales by keeping customers updated on the latest offers and product releases
- Maintained excellent customer satisfaction by going the extra mile to assist needs, offering helpful support, and delivering service with a smile

STORE MANAGER EASY STORE LLC, KOZHIKODE, KERALA
FEBRUARY 2021 - JANUARY 2022

- Built store brands through successful advertising and visual merchandising strategies
- Supervised guests at the front counter, answering questions regarding products

ASSISTANT STORE MANAGER GALAXY RETAIL VENTURES, KOZHIKODE, KERALA
AUGUST 2020-FEBRUARY 2021

- Managed opening and closing procedures and recommended changes to enhance the efficiency of daily activities.
- Coached sales associates on product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings

SALES TEAM LEADER GALAXY RETAIL VENTURES, KOZHIKODE, KERALA

NOVEMBER 2019-AUGUST 2020

- Employed closing sales techniques, upselling and customer loyalty incentives to boost sales.
- Deployed and assessed strategies for retaining customers and maximizing account servicing opportunities to promote revenue consistency, customer service expertise.
- Implemented updated CRM systems and social media marketing strategies to streamline sales processes and optimize communication.

SALES EXECUTIVE GALAXY RETAIL VENTURES, KOZHIKODE, KERALA

JUNE 2018 -NOVEMBER 2019

- Preparing monthly sales reports and presenting to managers
- Managing team reviews and creating reward program
- Achieving the monthly target, strong leadership and management skill