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Summary

I am a dedicated and results-oriented retail professional with a proven track record in the dynamic world of fashion and customer service. With a strong foundation in analysis and customer experience, I have honed my skills in customer service, team leadership and sales management to drive success in the retail space.

Key Highlights:

Retail Field: 7 years of experience in Fashion Retail.

Global Perspective: Thrived in diverse environments, having worked in Russia and South Korea.

Innovative Solutions: Known for implementing creative strategies that contribute to sales growth and operational efficiency.

Team Collaboration: A firm believer in the power of teamwork and collaboration to achieve common goals.

Results-Driven: Track record of exceeding sales targets and optimizing operational processes.

Open to New Opportunities:

I am currently exploring new opportunities in sales and retail field, and I am eager to connect with like-minded professionals, share insights, and explore potential collaborations.

Let's connect and embark on this professional journey together!

Best regards,

Vadim Kim

Experience

Sales Manager

DINSO CO LTD

Jun 2023 - Nov 2023 (6 months)

As a Sales Manager at Dinso, contributed to the success of the company by distributing the famous Korean cosmetic brand, MA:NYO. Applied in-depth knowledge of the beauty industry to enhance product positioning and customer engagement strategies.

Successfully identified and secured 30% of new customers, expanding the company's client base across the world and contributing to revenue growth. Applied a proactive and personalized approach to understand client needs and provide tailored solutions.

Initialized the integration of Bitrix24 CRM system. Managed the process of integration from the scratch, resulting in a remarkable 15% reduction in order processing mistakes — 1 mistake per 20 orders.

Moreover with integration of Bitrix24 CRM system, out of stock items ratio has been improved by 15%.

These achievements significantly improved overall operational efficiency and customer satisfaction.



Store Manager

UNIQLO

Mar 2021 - Oct 2022 (1 year 8 months)

Successfully managed a smaller Uniqlo store with a team of 20+ staff members. Applied hands-on leadership to cultivate a tight-knit and efficient team, driving exceptional customer service and exceeding sales targets. Sales increasing 110% compared to the previous years.

Transitioned to a larger Uniqlo flagship store with a dynamic team of 150+ staff members. Sales increasing 108% compared to the previous years. Staff members conversion reduced by 10%

Planned seasonal zoning and visual presentation of the store. Reached +30% of monthly sales through proper planning in one of the biggest Uniqlo stores (top 5 sales store in global charts).

Invested in the professional development of team members through regular training sessions, performance evaluations, and mentorship programs. Recognized for building a skilled and motivated team. 5% increase in management positions through focused training programs and mentorship initiatives.

Enhanced the diversity of the staff by actively hiring and supporting members with hearing loss. Promoted an inclusive work environment where everyone, regardless of abilities, contributed to the success of the team.

Prioritized and upheld exceptional customer service standards, resulting in improved customer satisfaction scores through Voice of Customers system. 95% of satisfied customer.



Assistant Store Manager

UNIQLO

Mar 2019 - Feb 2021 (2 years)

Managed seamless day-to-day store operations, ensuring the highest standards of efficiency and adherence to Uniqlo's renowned operational excellence. Implemented inventory management strategies, resulting 3% deduction in out of stock ratio and reduced stock discrepancies

Successfully follow KPIs including out-of-stock ratio, sales per man-hours, and average customer spend. Implemented targeted strategies to optimize these metrics, contributing to overall store performance.

Led and inspired a high-performing team, fostering a collaborative work environment that significantly elevated staff morale and productivity. Conducted targeted training sessions to enhance team skills and performance.

Analyzed profit and loss data with a keen eye for detail, leading to a successful reduction of unnecessary expenses by 10%. Implemented cost-effective measures without compromising operational efficiency.



Sales Floor Supervisor

UNIQLO

Nov 2017 - Feb 2019 (1 year 4 months)

Started my career as a part timer. Through 2 years of work got promoted from Seller-Cashier to Sales Floor Supervisor.



Senior Seller-Cashier

UNIQLO

Jun 2017 - Nov 2017 (6 months)

Delivered outstanding customer service, addressing inquiries, assisting with product information, and creating a positive and welcoming atmosphere at the checkout counter.



Seller Cashier

UNIQLO

Mar 2016 - May 2017 (1 year 3 months)

Education



State University of Management (SUM)

Bachelor's degree, Political Science and Government

Sep 2014 - Jul 2018

Gymnasium №36

High School Diploma, Foreign Languages and Literatures, General

Sep 2004 - May 2014



Delphi Academy of Los Angeles

Middle School Diploma, Foreign Languages and Literatures, General

Sep 2012 - May 2013

Musical School of Ponomarenko

High School Diploma, Violin

Sep 2002 - Jul 2008

Dedicated 6 years to mastering the violin as the main instrument, but also explored the piano, broadening my musical horizons and enhancing my skills.

Participating in a choir has been a fulfilling experience, creating beautiful harmonies with fellow singers.

Licenses & Certifications

Korean Homeland Education - the National Institute for International Education and Kongju National University

Skills

English • Korean Culture • Music Education • Asana • Storefront • Active Learning • Attention to Detail • Merchandise Planning • Sales and Marketing • Operations Management