



# Smita Mishra

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## WORK EXPERIENCE

### Vero Moda India Retail Pvt Ltd

**June'16 — To Present**

Asst. Store Manager

- 6-months internship in TAJ WEST END, Bangalore
- Got selected as a Management Trainee PUMA (May 2013- Nov 2013) through campus placement
- Assistant Store Manager PUMA (Dec 2013 – May'16)
- Assistant Store Manager VEROMODA (June'16 to Present)

## QUALIFICATIONS

- Bachelors of Hotel Management from Army Institute of Hotel Management & Catering Technology (July'09 to May'13)
- 12th from Army Public school , Jaipur (2009)
- 10th from army Public School , Bikaner (2007)

## DUTIES & RESPONSIBILITIES

- Managing and handling over & 7250 sq ft with over 15 staff
- Maximizing sales and exceeding store budgets
- Managing stock in all respects and space
- Drive the highest levels of customer service
- Seek and exploit opportunities to promote sales
- Maintain highest standards of the stores visual impact
- Ensure store achieves defined stock loss targets
- Deliver highest standards of in-store training and people management
- Ensure store is fully compliant with all administration procedures in line with the company policies.
- Increase customer data base
- Implementing the store audit check list 100% and the mystery shopper program ( high level of customer service)
- Implementing stock take procedures and achieving good results

## SKILLS

- Training & Development
- Customer Satisfaction
- Visual Merchandising
- Team Leadership
- Inventory Control
- Team Building
- Sales management
- Retail Sales
- Customer service
- Inventory management

## PROFESSIONAL ACHIEVEMENT

- Awarded 1st & 2nd Rank for National Highest Bolt Index for the month thrice in a year
- Only Management Trainee in South Region to clear PDP (People Development Program) before getting promotion in PUMA
- Received Mystery shopper award for the best customer service
- Won Target vs Achievement competition which was organised on PAN India level for Q3 (Goa trip)
- Did tie ups with different gyms to maximize retail sale

## EXTRA CURRICULAR ACTIVITIES

- Was head of the college social group "PRAYAAS"
- Organised various blood donation camps, visits to different NGO's for social service , planted 300 plants in the college campus by the GO GREEN INITIATIVE etc.
- Winner of Inter College Championship held at PES, Bangalore in 2010
- Winner of Inter College Rangoli Competition twice in a row held at Garden City, Bangalore
- Organised food fest in undergraduate food fest held in college
- Was active part of sales & marketing team of college
- Was part of NCC & attended CATC camp held at Bikaner & received A Certificate for the same.
- Represented school in inter school shooting competition.

## INTERESTS

- Diary writing
- Listening Music
- Travelling
- Meeting people

## REFERENCES

Ajesh Awasthi - Store Manager (NIKE)- 9986401714  
Pramendra Singh - Retail Manager (CARS24.com) - 8050106514