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## SMITA MISHRA

ASSISTANT STORE MANAGER

### VITALS

#11, 4<sup>TH</sup> main, 5<sup>th</sup> cross, Guptha  
Layout, Halasuru, Bengaluru 560008  
+91 87923 46770  
[smita.mishra108@gmail.com](mailto:smita.mishra108@gmail.com)  
[www.smtmishra.com](http://www.smtmishra.com)

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### SUMMARY

Top-performing retail management professional with 4+ years' outstanding track record of success in diverse retail assignments. Client-focused, self-motivated and driven individual who has a proven record of exceeding sales' targets and handling retail store operations effectively by employing presentation and negotiation skills. Strong interpersonal skills and solid ethical behavior aimed at managing both assets and employees.

### SKILLS & ABILITIES

Training & Development, Customer Satisfaction, Customer Service, Visual Merchandising, Team Leadership, Team Building, Sales Management, Retail Sales, Inventory Management.

## EXPERIENCE

### **BESTSELLER INDIA RETAIL PRIVATE LIMITED (VEROMODA), BENGALURU**

ASST. STORE MANAGER

JUN'16 TO PRESENT

- Served customer requirements by studying trends and employing corresponding tactics to meet those requirements.
- Ensured that store supplies are available always and handled inventory requirements.
- Assisted in formulating pricing policies and committing that each item in the store has an updated price tagged on it.
- Ensured that each individual and all company goals are met continuously. Handled store operations by ensuring that everything runs smoothly during working hours and beyond.
- Greeted customers and directed sales representatives to assist them accordingly.
- Maintained store staff by interviewing, selecting, hiring and training employees on a regular basis.
- Provided orientation to employees and formulate financial objectives for them as per capabilities and caliber.

### **PUMA INDIA RETAIL PRIVATE LIMITED, BENGALURU**

ASST. STORE MANAGER

JUN'14 TO APR'16

- Greeted customers as they arrived at the store and assisted them by locating their choice of aisle or product.
- Provided customers with information on products and their features.
- Assisted customers in making purchasing decisions
- Took customers through the payment procedures and packed items.
- Explained after sales service to customers and provided them with information on how to claim them.
- Made follow up calls to customers to determine purchase satisfaction and resolve any problems.

### **TAJ WEST END, BANGALORE**

INDUSTRIAL TRAINEE

DEC'12 TO MAY'13

- Worked in all the core departments of the hotel – Food & Beverage Kitchen, Food & Beverage Service, Front Office & Housekeeping.

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**SMITA MISHRA**

ASSISTANT STORE MANAGER

**EDUCATION****BACHELORS IN HOTEL MANAGEMENT**

JUL'09 TO MAY'13

Army Institute of Hotel Management & Catering Technology,  
Bangalore, Karnataka.**PROFESSIONAL ACHIEVEMENTS**

- Completed PACE – Performance Alignment and Career Excellence Successfully.
- Awarded 1<sup>st</sup> & 2<sup>nd</sup> Rank for National Highest Bolt Index for the month, thrice in a year.
- Received Mystery Shopper award for the best customer service
- Won Target vs Achievement Competition which was organized on PAN INDIA Level Q3 (Goa Trip).
- Only management Trainee in South Region to clear PDP (Performance development Program) before getting promotion in PUMA.

**HOBBIES AND INTERESTS**

Diary Writing, Listening Music, Travelling, Networking.

**REFERENCES****SAKET SINGH**

AREA MANAGER, BATA

[Saket.singh@bata.com](mailto:Saket.singh@bata.com) , +91996212008**ATHUL KRISHNAN**

AREA MANAGER, PUMA

[Athul.krishnan@puma.com](mailto:Athul.krishnan@puma.com) , +919739355454