 Nikath

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**Summary**

“Seek to work in an environment that will challenge my retail and Beauty experience further, while allowing me to contribute to the continued growth and success of the organization”.

**Key competencies**

* **10+ Years** of Proven Expertise working in Retail environment.
* Excellent command over English.
* Proficient in computers and ERP.
* Skills to track Product performance
* Achiever in Sales Profitability.
* Having strong recruitment and management skills.
* Able to generate weekly sales reports, foot falls short coming and Improvements.
* Handle the responsibility of complete store.
* Maintain Professional courtesy with clients and with associates always.
* Thorough knowledge of all the products in store with local competition analysis.
* Adequate cross selling skills.
* Understand and assist customers.
* Worked with products likeLakme,Schwarzkopf, TIGI, Mac, Krylon
* Knowledge of Advance Makeup like Airbrush
* Highly Motivated and optimistic.

**Key Skills**

* Customer focus
* Vendor relationships
* Staffing and Shift Allocation
* Strategic Planning
* Tracking Budget versus Actual Expenses
* Maintain confidentiality, breakdown a complex problem into workable units.
* Result Driven approach

**Education**

* **Master of Business Management in the year 2011**- Major: Retail management.
* **Bachelor of Arts** in the year 1998
* **Post Graduate** Diploma Computer Application (Computer Applications)

**Achievements**

* Two times winner of Outstanding **"Customer Service Award"**

(Consecutive award winner from over 200 participants all over India)

* Won award as the **“Best Front Desk Manager”**
* Won award as**“Outstanding Performer”** of the year

**Work Experience**

Lakme Lever Private Ltd – Hyderabad

Unilever chain of saloons

May 2011 to till date

Designation – Saloon Manager

**Job Profile**

* Guidance and staff motivation for target achievement and scheduling the staff for different services depending up on the availability of staff.
* Focus on Customer needs and feedback on the quality of service offered
* Identify the staff for training and upgrading the skill to improve their level of performance according to the needs of the company
* Monitoring Floor management while accommodating the appointmentsand as well as for walk-in clients and ensure hygiene of salon
* Managing cash reconciliation with physical and system cash, Maintain Petty cash and vouchers.
* Developing the business to ensure increased sales and profitability
* Responsible for the administration and efficient daily operations
* Effectively maintain cordial relationships with the team and enhance performance levels.
* Inventory Management, Placing products orders
* Prompt response to the mails received from H.O

IIIrdi Digital Camera Store – Hyderabad

(Electronics and Camera)

March 2009 to April 2011

Designation Store manager

**Job Profile**

* Responsible for day-to-day store operations.
* Manage cash control and handle consumer support criticisms.
* Offered necessary support for merchandising.
* Obtained required controls regarding opening or closing a store.
* Took necessary measures for recruiting, training and coordinating store personnel.
* Organized bank transactions as well as regular sales reports.
* Provided necessary assistance for Visual merchandising.
* Take essential measures for coordinating events and promotions.
* Formulate daily, weekly sales and activity reports.

Henkel India Private Limited - Hyderabad

(Skin and Hair care Products)

March 2007 to Feb 2009.

Designation – Key Accounts Supervisor

**Job Profile**

* Execution of Daily Operations and Supervising 35 Beauty Advisors including relievers and floaters in the assigned stores.
* Maintain Sales records, Customer information records, Inventory records, Staff records from time to time.
* Covering areas of three major cities.Outlets including Shopper’s stop, Life Style, Hyderabad Central, Health and glow, More Super Markets, Chandana Brothers, Food Worlds and many other big size outlets.
* Having good knowledge over Color Cosmetics, Skin Care and Hair Care Products.
* Reporting to National Head of Beauty Advisor Operations based at Chennai.
* Daily stock checking & indenting (inventory control)
* Solving all the issues rising at the Store level including Stock, Promo material, etc.
* Setting up Sales Targets for sales staff & motivating the BA’s to achieve the same.
* Divide Monthly Sales Targets into Daily, Weekly basis.
* Coordinating with the ASM of Hyderabad on day-to-day Administrative Issues.
* Ensure each BA achieves her target including overall value & focus Target.
* Handling 26 key outlets in the city, Visiting 5 to 6 outlets per day according to daily scheduled plan.
* Coordinating with (4 Distributors) for stocks indenting.
* Suggesting potential stores to extend operations and entering new stores as required in co-ordination with Area sales manager.
* Handling BA’s & Administrative expenses.
* Taking care of Sales Promotional activities.
* Visual merchandizing at all stores.
* Keeping a thorough track of competitors.
* Recruitment & Training of staff in coordination with the management.
* Sending Daily, Weekly, Monthly reports to the Head Office.
* Conducting monthly off take/achievements meeting.

Unilever Private Limited - Hyderabad

(Color cosmetics Skin and Hair care products)

2006 to 2007

Designation –Key Accounts Supervisor

**Job Profile**

Promoted as Key Accounts supervisor to handle large team with additional responsibilities

Unilever Private Limited

(Color Cosmetics Skin and Hair care Products)

2004 to 2005

Designation – Beauty Consultant

**Job Profile**

* Established the relationship with customers to promote repeat visits and built sales.
* Assisted the customers with questions, problems and complaints.
* Provided assistance regarding specific vendor products and services to customers in selecting the product that best meet their needs.
* Maintained the customer confidentiality.
* Responsible for department presentation standards and cleanliness sales and met daily and monthly goals.
* Prepared the return and damaged merchandise.
* Maintained the price labels.
* Ensured that there is no out of code product and helped the store during downtime.
* Achieving sales targets.

**Languages**

English, Hindi and Urdu.

**References**

Will be provided on request