**Synopsis**

Proactive and Result-Oriented **MBA (Marketing)** Professional with **8 years** of experience in the **Retail** Domain; Extended expertise in Store Management, Marketing, Brand Management, Inventory Management, Customer Service Management and Team Management; Good experience in devising and executing sales and promotional campaigns, managing new product launches, collecting market intelligence, preparing various management reports and Product/Visual Merchandising; Result oriented decisive leader to maintain high quality standards and meet challenges of any fast-paced, high-turn industry; Ethical, loyal and maintain a high degree of confidentiality.

**8 years of experience in retail merchandising, specializing in Footwear, Apparels and Acc.**

**Education**

* **MBA** with **specialization in Marketing** from Bhartiya Vidyapeeth University.
* **B.Com** from Delhi University.

**Experience**

**SportsOne, Landmark Group, Dubai**

**(March’14- till date)**

**Store Manager, Operations ( Reporting to Regional Manager)**

**Responsibilities:**

* **Sales Management:** Monitoring / Mentoring / Improving / Leading and Capturing Sales
* **Customer Care Management**: Resolving Issue's / Capturing / Escalating / Improving and Leading
* **Staffing**: Rota / MIS Report / Appraisal's/  Resolving Staffing Issues / Coaching and Mentoring
* **Administration:** Daily Sales Report / Weekly Sales Report / Capturing Cash / Individual Sales Performance
* **Inventory Management:** Stock Count / Inter-Shop Transfer / Goods In and Out / Stock take / Damaged Goods
* **Training:** Staff Training on Various Aspects of Operation's / Customer care / Enhancement of Sales
* **Merchandising:** Seasonal Stock's / Mark Down / Sale Preparation / Mark Up / Introduction of new Merchandise
* **Maintenance:** Overseeing the maintenance issue at store
* **Accounts and Finance:** Cash and Credit Sale Management / Petty Cash Management

**Planet Sports, Pantaloon Retail (India) Ltd.   (November’ 10 to February’ 14)**

* **Store Manager, Operations (Reporting to Area Manager)**

**Lifestyle Internationl Pvt. Ltd.-Max Retail (Landmark Group) (September’ 08 – October’ 10)**

* **Dept Manager, Operations (Reporting to Asst. Store Manager)**

**Responsibilities:**

* **Sales Management.**
* **Customer Care Management**.
* **Staff Management.**
* **Inventory Management**.
* **Visual Merchandising.**
* **Competition Mapping.**
* **Pilferage Control.**
* **Profit Protection.**
* **MIS Reports. etc.**
* **Marketing & Promotions.**

**Uni Style Images Pvt. Ltd. (New Delhi)                               (Aug. 07 to Sep. 08)**

**Asst. Store Manager (Reported to Store Manager)**

**Sports Station India Pvt. Ltd. (New Delhi)**

**(Sep. 03 toAug’07)**

**Retail Executive (Reported to Store Manager)**

**Personal Details**

Date of Birth: 27th october, 1983

Languages Known: English, Hindi, & Punjabi



**Gulfjobseeker.com CV No:** **1466952**