**HARLEEN**

[Harleen.332836@2freemail.com](mailto:Harleen.332836@2freemail.com)

# CAREER OBJECTIVE

RETAIL | VISUAL MERCHANDISING | FASHION

**Punctual retail sales professional focused on exceeding expectations and building customer loyalty. Flexible schedule and strong mathematical aptitude. Dedicated over 4.5 years of experience with proven track records.**

# CORE COMPETENCIES

* Excellent customer service skills
* Customer relations
* Retail Merchandising
* Detail-oriented
* Mathematical aptitude
* Customer-oriented
* Store Operations
* Store Planning & Design
* Team Leadership
* Coaching and Mentoring
* Fashion Forecasting
* Visual Merchandising
* Detailed and Organized
* Supplier Relationship

# PROFESSIONAL EXPERIENCES

## PROMOD INDIA PVT. LTD., Ludhiana, India

***STORE MANAGER****, Jul 2012 – Nov2016*

* **Managed nearly every aspect of Premium Apparel Store operations.**
* **Trained and developed Store staff in customer service techniques.**
* **Monitored and implemented corporate programs in sales, shipping, and merchandising.**
* **To Direct Store team to create sales environment, that consistently met the expected sales goals and reduced operating costs.**
* **Looked at all the marketing jobs require for the Sales.**
* **Priced merchandise, stocked shelves and took inventory of supplies.**
* **Handled stocks and replenished merchandise in accordance of store merchandising layouts.**
* **Trained 6 new sales associates each quarter & produced over 05 managers.**
* **Shared best practices for sales and customer service with other team members to help improve the store’s efficiency.**
* **Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.**
* **Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.**
* **Recognized and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.**

# EDUCATION

## International Institute of Fashion Designing {ANNAMALAI UNIVERSITY}; Ludhiana, Punjab

## *Bachelor of Science in FASHION DESIGNING, May 2011*

* Advanced Fashion Marketing course
* Coursework in Fashion Merchandising
* Trend Forecasting seminar
* Fashion Styling conference
* Coursework in Fashion Photography

# ADDITIONAL SKILLS

* Proficient in Microsoft Office
* Multilingual in English, Hindi and Punjabi

# ACCOMPLISHMENTS

* Promoted as a Store Manager within the tenure of 01 year & 03 months
* Promoted as an Asst. Store Manager within the tenure of 07 months from Sr. F.C. Feb. 2013-Sep. 2013
* Promoted as a Senior F.C within the tenure of 07months, since joining as a F.C. Jul. 2012-Feb. 2013

# PERSONAL PARTICULARS

* Date of Birth: 07th- Jun, 1990
* Gender: Female
* Marital Status: Married
* Nationality: Indian
* Visa Status: Visit Visa (valid till- 31, Mar. 2017)

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