SHIVA

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PROFILE SUMMARY

Nearly 10 years of experience in:

Store Management| Sales | Merchandise Display | Logistics Management | Inventory Control | Retail Operations |Business Development | Profit & Loss Management | Customer Relationship Management | Liaison & Coordination |Team Leadership | People Management

* Accomplished retail / sales professional with experience in merchandising, inventory, spanning requirement analysis, sales maintaining the logistics operations with minimal material shortage and conducting quality verification
* Deft in analyzing market trends to provide critical inputs in successful promotions & offers; managing retail store operations, backend planning, starting up new stores and training the concerned sales staff
* Extensive understanding of consumer retail buying behavior, ability to identify key business opportunities and executing the planned competitive strategies to generate sales and expand luxury product values
* Proven track record in improving retail operations and strengthening professional relations with partners, vendors & customers
* Extensive understanding of the consumer retail buying behavior and crafting strategic plans to direct execution of targeted initiatives and attain market leverage
* Strong communication, interpersonal, analytical &problem solving skills coupled with worthy multitasking abilities in resolving material shortages & quality issues

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Key Deliverables:

Store Management:

* Establishing procedures & best practices for successful operations of retail store to ensure the timely achievement of sales in diamond jewelry, gold jewelry and luxury watches & customer engagement standards
* Responsible for depositing cash into firm's accounts in a retail establishment
* Providing a fully integrated supply base service along with monitoring & recording inventory consumptions, manpower planning and transportation of company’s luxury products
* Efficient managing of inventory documentation by effectively applying control system and minimizing the total inventory cost
* Suggesting proper stock control system to overcome loss, damage, misuse or exhaustion problems

Sales:

* Developing networks in new markets to understand market needs, customer expectations and product characteristics
* Conceptualizing & applying sales promotional activities as served a major part of brand building

Customer Relationship Management:

* Focusing on improving product quality, business targets & service delivery metrics. Identifying multiple consumer requirements and tailoring appropriate solutions to resolve the same

Team Management:

* Directing a team of 5 sales employees and customer service associates
* Motivating the concerned team members for timely accomplishment of set store goals

Cost Control:

* Maintaining high level of inventory management and loss prevention standards to ensure right product mix

Key Deliverables:

Sales:

* Developing networks in new markets to understand market needs, customer expectations and product characteristics and sales
* Conceptualizing & applying sales promotional activities as served a major part of brand building

Customer Relationship:

* Focusing on improving product quality, business targets & service delivery metrics. Identifying multiple consumer requirements and tailoring appropriate solutions to resolve the same

Team spirit:

* Team coordinating of 20 sales employees and customer service associates
* Motivating as a concerned team members for timely accomplishment of set store goals

Cost Control:

* Maintaining high level of inventory management and loss prevention standards to ensure right product mix

Growth Path:

Mar ‘2006 – Apr ’2010: Sales Executive

May ‘2010 – May ’2013: Assistant Store Manager

Key Deliverables:

Sales Expansion:

Recognized the organizational product’s demand & value and identified streams for sales growthprospects to plan marketing plans as per customer preferences. Analyzed current growth rate of company and planned new strategy to develop the company’s stagnant sales turnover. Oversaw the cash deposits of company accounts.

Product Quality Assurance:

* Achieved high level of customer satisfaction by delivery of quality in Luxury products (Diamond &Gold) within set service delivery & quality norms. Instructed the selling workforce on efficient maintenance of product quality.

Customer Handling:

* Devised& implemented pre & post marketing activities for spreading awareness of new luxury products to customer. Generated avenues for additional business by monitoring speedy resolution of daily client queries. Looked after the client orders and delivered the same on promised time.

Highlight:

Honored for providing maximum &best sales 2007

EDUCATION & CREDENTIALS

2003 B.Sc. (MPCs) from Osmania University

1999 XII from Board of Intermediate, Hyderabad

IT Skills: well versed with using MS Office Suite (Word, Excel & PowerPoint) and Internet Applications

PERSONAL DOSSIER

Date of Birth: 7th May, 1980

Linguistic Abilities: English, Arabic, Russian, Chinese, Hindi and Telugu