

**OBJECTIVE:**

**PROFILE:**

**Education**

**Computer knowledge**

**CAREER**

**SUMMARY**

***Vinod***

***Vinod.366980@2freemail.com***

Provide consistence service to the organization in a challenging role by contributing to its growth, efficiency and profitability, by adapting to the company culture and to build a sustainable long term relationship with your establishment.

I am an enthusiastic and dedicated professional with extensive experience across all areas of retail management. An exceptional leader who is able to develop and motivate others to achieve targets, I can demonstrate a strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges, I perform effectively even within a highly pressurized working environment.

|  |  |
| --- | --- |
| **Degree** | **Years** |
| H.S.C (HIGHER SECONDARY COLLEGE) | 2010 |
| Secondary Education | 2008 |
|  |
| Basic & Tally Erp9.0 |

**COTTNY CLOTHING COMPANY DUBAI, U.A.E.**

**(ASSISTANT SALES MAN )**

**AUG 2014 - TILL DATE**

**SALES CUSTOMER SERVICE**

Allocate brand responsibility as per the skill level of retail sales supervisor, ensure customers are given undivided attention at all the times to achieve the sales objectives and to give all support needed for staff during their attendance to the customers.

**STOCK LEVEL MERCHANDISING**

Constantly monitor the display & merchandising of all brands and monitors the inventory levels of all brands to deliver quick replenishment of stocks to display. Refreshing staff training to the merchandising skills to maintain the highest level of merchandising at all times.

**INTERNAL CONTROL**

Exercise effective internal controls within the showroom in order to comply with company operating procedures (SOP) responsible for retails sales representative always aware and trained on the SOP and make sure all new staff are following up and applying the apply the SOP at all times in order to avoid violation and to control stock at all times

**CASH HANDLING**

Monitor and train staff on how to handle cash and all transactions on the system properly. Taking necessary precautionary actions to avoid cash/ credit card losses by regular checks and removing large sums of cash out of the cash registers and depositing it in the store safe. Responsible for store petty cash and the tills float.

**STAFF MANAGEMENT**

Plan store schedules on monthly basis, check and control the grooming standards of the sales staff at all times and make sure staff are presentable and wearing uniforms at all times, in order to deliver an excellent customer service.

**STAFF TRAINING**

Provide feedback on sales staff performance and training needs with the area supervisor and retail sales manager in order to train the existing staff on their training needs and requirements, whether it is IT or other skills training, selling skills, customer services and grooming standards. Responsible for staff product knowledge, ensure that staff are 100% familiar with all brands and new collections at all times.

**DOCUMENTATION**

Maintain all relevant documents in the location are in accordance with the stores policies and procedures; ensure the success in passing all auditing reports without any major discrepancy in procedures followed.

**RANGEELA GENERAL TRADING L.L.C, DUBAI, U.A.E.**

**(SALES ASSISTANT)**

**JAN 2012 TO 2014**

**CUSTOMER SERVICE**

Monitor and guide team members to ensure providing the highest standard of customer service to achieve outstanding customer satisfaction. Attend to all the customers' complains and inquires listening carefully and solve their problems to ensure their satisfaction considering company policies.

**STAFF MANAGEMENT**

Schedule 20 to 30 staff and assign task according to the sales expectation and customer flow train, monitor follow up and evaluable staff performance.

**LEADERSHIP:**

Motivate thee staff to exceed the store sales budget and coming out with new idea to improve the performance and sales raise the value of the team work between team members.

**CASH HANDLING**

Train and monitor all cashiers to perform an accurate transaction on the invoicing system. Practice a random check up on all cashiers and cash machine to ensure accuracy and removing the extra cash to the store safe. Deposit daily cash to the company account accurately and maintain proper filling for the bank transaction..

**DATA UPDATING AND REPORTS**

Feed and update all required data and information through the company IT system. Prepare all the required sales reports and other required information and report them on daily basis to the management

**CUSTOMER SERVICE:**

Provide the customers with the best service and attention to comply with the high standard of customers service set by the organization to attract them for repeat sales exceed the customer expectation by delivering outstanding customer service to ensure repeat patronage of customer is recited and increase market share.

**INTEREST**

* Cricket, Cycling & Carom

**DECLARATION:**

 I hereby declare that the above written particular are true to the best of my knowledge and belief