**Pramoth**

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**Overview**

More than nine years working for and managing retail establishments Recognized for delivering unparalleled customer service. A verifiable track record of success backed by impeccable references. Areas of expertise include:

|  |  |
| --- | --- |
| * Exceptional Customer Service
* Merchandising and Display
* Employee Management
* New Location Start-Up Management
* Multilingual (English/Hindi/Tamil/Kannada/Malayalam)
 | * New Product Introduction
* Budgeting/Record Keeping/Reports
* Problem Solving
* Inventory and Pricing Controls
* Computer/POS Scanning Use
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**Education:**

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| Higher Secondary School equivalent to II PUC |
| SSC Matriculation |

**Employment:**

*ARROW* Arvind Brands, *Bangalore. –Feb 2015 till March 31st 2017*

**STORE MANAGER**

*US Polo & Ed Hardy*, Arvind Brands, *Bangalore. –April 2014 till Feb 2015*

**ASST. STORE MANAGER**

*Calvin Klien Jeans*, *Bangalore. –June 2011 to March 2014*

**ASST. STORE MANAGER/SALES**

*IZOD, Bangalore. – May 2010 to June 2011*

**SENIOR FASHION ADVISOR/SALES**

*ARROW,* Arvind Brands *Bangalore - Sep 2009 till May 2010*

**SENIOR FASHION ADVISOR/SALES**

**Job responsibilities: during these assignments,**

 **Retail Operations: Merchandise handling & replenishments**

* Coordinates with merchandisers at head office for replenishing of Stocks.
* Makes sure that replenishment of stock is done timely to ensure optimum stocks in all the sections.
* Analyses the level of stock and sales in their department –brand wise, unit wise & Item wise with respect to value and quantity, Calculates stock cover.
* Analyses the sales reports and keeps track of selling and non-selling items & slow and fast movers.

**Visual merchandising**

* Maintain the premium look of the Brand in consultation with the VM
* Guide the sales staff in terms of product displays
* Product highlight areas, mannequin, positioning of signage’s/posters Layout plans etc

**Report making**

* Daily, Weekly and monthly reports related to sales, stock position, staffing, best sellers etc.

 Are generated and provided to the concerned on timely basis

**Prepare schedule for the team**

* Ensures scheduling the weekly Off’s so that proper coverage is maintained on a daily basis
* Ensures it is prepared on time On a weekly basis
* Monitor daily and weekly targets vs. achievements
* Plan action plan for each day and implement it
* Manages timing and shifts of their staff ensure that the staff is punctual
* Keeps track of compensatory offs, leaves and absenteeism of the staff

**Customer Satisfaction**

* Ensure that a polite and a pleasant shopping experience are provided to the customer
* To take ownership and effectively deal with customer requests queries and complaints and take necessary action from feedback
* Communicate effectively with customers, management, staff and visitors
* Ensuring customer service is of high standard, and takes correct action if required

 **Stock levels and event Calendar**

* Prepare and participate in the preparation of sales budgets for discussion with RM
* Ensure prompt and effective replenishing of merchandise in store
* Ensure effective space utilization
* Ensure all stock transactions are recorded on the system timorously, accurately and correctly categorized
* Receipt/dispatch of goods to be documented properly as per requirement for goods TO/FROM store
* Conduct stock counts as per requirements
* Stock levels sufficient for major events
* Ensure all sales, promotions are planned effectively, executed and promptly and maintained professionally

 **Team participation to achieve store goals**

* Support team members when required
* Give and receive feedback to improve team, with effective communication
* Assist with creation of an environment which conducive to a high store morale

**PERSONAL INFORMATION**:

Name Pramoth

Date of Birth 12 June 1986

Gender Male

Marital status Married

Hobbies Enjoy and active in

 Travelling & Driving

 Music

 Exercise

Languages known English/Hindi/Tamil/Kannada/Malayalam

***DECLARATION***

I hereby declare that the details furnished by me are true to be the best of my knowledge.