**Remya**

[**Remya.374414@2freemail.com**](mailto:Remya.374414@2freemail.com)

Nationality: British

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**Education**

MS International Business: Robert Gordon University, United Kingdom 2010- 2011

PGDM (Marketing): DC Business School India, 2008-2010

BA Communicative English: Mahatma Gandhi University India, 2005-2008

**Profile**

I’m an articulate, pro-active and well-spoken manager with over 5 years of experience in the mobile telecommunication and retail industry in the United Kingdom. I have significant expertise in the retail industry, specialised in objection handling and key negotiator for B2B segment and have demonstrated the ability to manage a team of professionals in a fast paced environment. I’m commercially aware, target driven and have a strong understanding of the importance of customer service and have demonstrated the ability to be a role model for team mates and also currently acting as area manager. I have proven ability to drive sales, and able to recruit, train and develop staff whilst ensuring they deliver outstanding experience to the clients at all time.

**Leadership Skills**

• Demonstrated ability to lead and motivate team members and trained in objection handling

• Project management skills and negotiation skills

• Able to meet retail sales goals in a fast paced and challenging environment

• Excellent communication skills and results driven approach

• Good organizational skills and the ability to multitask

**Employment history**

**Hutchinson 3G UK Limited (Leading UK mobile network provider)** *2012 August – 2016 December*

**Sales Manager**

* Ensured team adheres to all corporate guidelines and framework, standard operating procedures and directive on sales, service, cost, standards.
* Managed NPS for the region
* Part of digitalization of consumer experience enhancing app with the help of it and research team.
* Consulting for marketing strategy for London region
* Establish monthly commercial reporting.
* Developed and delivered a credible sales plan in line with country and regional business strategy to achieve maximum profitability. (b2b)
* Maintained store staff by recruiting and training team. Conducted appraisals and performance reviews
* Monitored achievement of sales targets and profitability and took corrective measures where required with support from area manager
* Handled client complaints and service issues and ensured experience satisfaction by clients
* Learning and development of team members - Coached team members towards achieving targets
* Optimal inventory control - Organising and Overseeing stock control and receiving orders
* Focussed on retail loss prevention using various tools with fraud team as and when required
* Attained sales target and made substantial contribution in boosting district sales by 6.5% ,6.9%,8.9% in 2014,2015 and 2016
* Negotiate the terms of an agreement and close sales for London region
* Coordinate with both internal and external departments to carry out role efficiently
* Ensuring that all necessary sales reports are completed and forwarded to the Sales Operations Senior Manager

**Hutchinson 3G (UK)** *2011 December to 2012 July*

**Assistant store manager**

* Mentored sales associates and review on performance
* Shop floor management and store management in the absence of store manager
* Ensured highest standards of customer service excellence at the store
* Built a model customer service program to ensure associate highest customer service in store
* Handled all operations in store regarding stock and other supplies
* Daily and weekly team briefing and chairing and managing the daily calls

**Formicary Limited, London (Financial service consultancy)** *2010 August to September*

**Marketing and Sales Summer Intern**

* Performed market research on insurance products and involved in sales and marketing
* Prepared ‘Top 25 hedge fund’ list in order to propose the go to market strategy in the hedge fund technology space
* Responded to RFP’s (Request for Proposal) from prospective clients
* Involved in business analysis and analysed market opportunities for new product launch.

**Accolades**

* Manager of the year 2014,2015
* Top 5 in the MS (Masters in Science) class at Robert Gordon University, Aberdeen
* Achieved highest score for Retail sales and management module for MS
* Proficient in MS Office and Outlook