****

**Jiban**

E-mail: [jiban.383555@2freemail.com](mailto:jiban.383555@2freemail.com)

Retail Department Manager with 10 years of experience in Fashion and Apparel had made notable improvement level of service, team development, visual standard and store revenue.

I was able to deliver the result by training and couching store team, sales analysis, marketing strategy, customer profile evaluation, performance management, strategic planning and with the guidance of my manager.

**Career Highlights**

* Increased revenue by analyzing sales reports, brand guideline and market trend.
* Minimized the losses and operational cost by operating effectively.
* Trained and developed more than 10 staffs and new joiners.
* A proven team player and leader.

**Professional Experience**

**H&M, M. H. Alshaya Co. Dubai, U.A.E.**

**Department Manager (ASM in Training), *April 2013 –May 2018***

* Ensured to have best service in store to earn more satisfied and loyal customer.
* Have a record of increasing the department sale by 7% within 2 months
* Reduced store operation by being cost conscious and managing team efficiency.
* Focus in visual planning, sales report and market trend for commercial merchandising.
* Paying attention on team development by one on one season, training and coaching.
* Conducting the daily short meeting and weekly training to sharp team’s skills and knowledge.
* Responsible for providing the strategic guideline to new joiners for their strong foundation.

Establish, manage and review store team’s efficiency to exceed Company standards

* Effective communication with store manager about team and store performance,

future marketing planning, sales and financial report and store operating pattern.

* Contributed innovative ideas for store layouts, campaign launch, stockroom management

and staff development.

* Manage and follow up with admin team for daily paper work and essential documentation.

**H&M, M. H. Alshaya Co. Doha, Qatar**

**Department Supervisor, *June 2011 ̶ March 2013***

* Assisting Department Manager to achieve the department goal.
* Maintaining the friendly and comfortable shopping environment for customer by

department team

* Observation and follow with the team to provide best customer service,
* Keeping the standard of department at highest level possible according to the

brand guideline and market requirement.

* Coordinate with visual team to make sure that key items are highlighted according

to the season, customer requirement and brand guideline.

* Training and coaching the team individually to provide them the information they

require to perform their job role at best by keeping them motivate, energetic and self driven.

**H&M, M. H. Alshaya Co. Doha, Qatar**

**Sales Associate, *March 2008 ̶ May 2011***

* Greeting and welcoming customer to make them comfortable in store.
* Providing the best shopping atmosphere and service according to their need.
* Direct service or indirect service, making suggestion and offering add on to create an

outfit to suit their personality.

* Awarded as Employee of the Month twice.
* Making sure that all the items are displayed in right place with standard with size curve.
* Using available tools and technique at its best to maximize the department sale.
* Providing feedback about department performance: best seller, worst seller, customer

feedback, suggesting the request of garments etc to the line manager.

* Compliances with all company policies and procedures.

**Dewsoft Overseas Pvt. Ltd (Network Marketing Company), Pokhara, Nepal**

**Sales Promoter and Trainer, *2005 – 2007***

* Making the list of the potential customer and market.
* Taking appointment with customer through call.
* Giving presentation of the product (Software program).
* Dealing with customer doubt and objection to close the sale.
* Providing training and support to the new joiners about the company profile

and the product to build their network

* Conducting the demo presentation and weekly training for associates development.

**Education Qualifications**

* **Tribhuvan University of Nepal**, Pokhara, Nepal

Proficiency Certificate Level in Management

* **HMG Board of Nepal**, Gulariya, Nepal

School Leaving Certificate (SLC)