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**Curriculum Vitae**

### **Girish**

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### **Summary**

### **Retail professional having 8 years experience in handling and running the retail operations.**

### **Key Skills**

### **Retail Sales & Operations, Customer Relationship Management, People & Team Management, Visual Merchandising, Inventory Management, Cash Management, Analytical Skills and Setting up new stores.**

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## ****Experience****

* **April 2011 – Present at Naturalizer (Apparel Group LLC).**

**Job Profile: Store Manager**

**Store Size: Sqft 1075 Team Size: 5 Annual Turnover: 2.62 Million (AED)**

**Retail Sales & Operations**

**– Planning to achieve the Assigned Store budgets & KPI’s.**

 **– Store Operational Efficiencies in Day to Day Operations.**

 **– Maintaining the Visual Merchandising norms as per Running Promotions.**

**– Analyzing sales & Mapping reports and Store KPI’s.**

**– Competition Analysis & Review.**

**Customer Service**

**– Providing shopping experience to increase customer satisfaction.**

 **– Monitoring & increasing the “CLUB APPAREL” enrollments & redemption for the store.**

**– Concentrating on Personalized service to increase Link selling & store Conversions.**

 **– Providing shopping experience to increase customer satisfaction.**

 **– Handling Customer queries/Complaints/Refund/Exchanges.**

 **– Executing promotions.**

 **– Store Maintenance.**

**Finance**

**– Scheduled deposits of Collections & Tender Reconciliations.**

**– Maintenance of Store Assets.**

 **– Petty Cash.**

 **– Float Money maintenance**

**Merchandise**

 **– Analyzing the Department’s & Category Performance.**

 **– Analyzing stock sales through and stock availability on macro level.**

 **– Initiating the stock requirements on weekly basis to brand team for consolidations.**

 **– Providing inputs for low sale through Merchandise & categories for promotions.**

 **– Providing Merchandise Feedback to Brand Team.**

 **People**

 **– Weekly scheduling of the store team for Effective utilization.**

 **– Monitor and manage Performance of sales staff.**

 **– Training & development of sales staff.**

 **– Leave and Vacation Planning.**

**Achievements**
 **– I have been certified in AMP (Apparel Management Program) by my company on**

 **Graduating at their Business management program.**

 **– I have shown 20% growth over last year in all the KPI’S**

 **– Joined As Senior Sales in the company within 5 months has been given big**

 **Opportunity to handle**

 **– 2 people from my down line has been promoted to Store Manager Position**

**- Awarded as *Best Customer Service in Mystery Shopping Report for DSES*  in Dubai by *Achieving 95%and 99%*.**

**April.2006 – April 2011 at Landmark LLC (shoe mart).**

**Job Profile: Store In-charge (Dubai/Ajman.).**

**Achievements**
 **– All** **administrative, inventory, merchandising, and cash monitoring activities**

 **– Implemented a High standard of customer service in the store**

 **– Consecutive scored 95% & above in all the outsource store audits**

 **– Attended to customer’s complaints and basic queries**

**Short term assignments as Customer Service Executive / Host / Telemarketing Executive with the following reputed organizations like, E*XL* Call Centre, Philips Moris Limited, Hutch/Nokia/Touchtel, Tata Infotech, etc**

**Qualification**

1. **Academic**
* **Master in Retail Management from University Of Belgium in 2011**

**- Bachelor of Business Administration from Pondicherry University, in 2003**

**2. Computer Expertise**

**Application - MS Office**

**OS - Windows 98/00/XP/Vista**

**Retail packages - Microsoft LS Navision,**

**Strength**

* **Good command over Retail System and Standard Operating Process.**
* **Hardworking and Confident with the willingness to understand & become a team player.**
* **Highly Result oriented with willingness to learn more with each experience.**
* **Believe in Teamwork & understand my responsibility as a part of it.**
* **Positive Attitude towards situations**

**References**

**- Available On Request.**