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**RESUME**

PERSONAL PARTICULARS

NAME : SHALINI

[SHALINI.367403@2freemail.com](mailto:SHALINI.367403@2freemail.com)

**EDUCATION**

2004 : SEKOLAH MENEGAH KEBANGSAAN SRI SKUDAI

(SPM)

2005-2007 : COSMOPOINT JOHOR BAHRU

DIPLOMA IN E – BUSINESS

2008-2010 : DEGREE IN BUSINESS MANAGEMNT (BA HONS)

**EXPERIENCE**

1. 1 YEAR CLERICAL EXPERIENCE WITH A CONSULTANCY COMPANY
2. WORKED IN JUSCO HYPERMARKET AS A CUSTOMER SERVICE ASSISTANT FOR 3 MONTHS
3. WORKED AT D’APOTIC PHARMACY AS A RETAIL SUPERVISOR(5 years)

* Key holder (opening and closing retail outlet)
* Preparation before opening
* New staff training
* Staff briefing
* Prepare invoices and order stocks for outlet
* In charge for stocktake
* Planning staff timetable
* Price survey
* Monitor daily sales (to ensure achieve target)
* Attend monthly supplier training ( new product launching and refresher course)
* Handle customer complain
* Cash tally ( at the end of retail operation-daily)
* Weekly safe count
* Handle staff crisis

1. RETAIL ASSISTANT MANAGER (MEDIFFET HQ)-( 5 months)

* Give staff training on customer service and product
* Planning staff timetable/ arrange staff during crisis
* Handle customer complaint
* Incharge of stocktake
* Visit outlet weekly to ensure Sop of the company is followed by staff

1. RETAIL OWNER (MEDIFEET NILAI)- FRANCHISE ( currently working)

* Ensure stock is up to date
* Monitor accounts of the company
* Give staff training for customer service and product

**COURSES ATTENDED**

1. COMPUTER CLASS IN PUSAT TUISYEN MINDA GEMILANG

( WORD, EXCEL, POWERPOINT)

1. BLACKMORES NEW PRODUCT TRAINING (2011)
2. CUSTOMER SERVICE COURSE