**Navya**

**Email:** navya.369276@2freemail.com

**Visa**: Residency Visa

**Status**: Married

A professional with close to 6 years of experience in various fields ranging from Retail, Customer Service to Sales sectors.

W O R K PR OF IL E

**PROFILES HANDLED**: Retail Merchandising, Customer Service, Sales.

S U M M AR Y O F E X P E RI E N C E

1. **adidas Emerging Markets LLC (Aug ’14 till present)**

*Position Held: Retail Assistant Merchandiser (May ’15 till present)*

At adidas Emerging markets LLC; I am presently working as an Assistant Retail Merchandiser handling Merchandising for adidas owned Concept Stores and Factory Outlets across UAE

Responsibilities include:

* Handling Call Off-s for Concept Stores and Factory Outlets according to the Range Plan for the Season, ensuring the product reaches the store in accordance with the Launch Date
* In charge of Amalgamation of stocks between stores to ensure maximum Sales through according to the Article performance in each store
* Interaction with the OBF team to ensure the Stocks are pushed on time for Call Off-s, ensuring timely Pick and Pack after Call Off-s and Scheduling Deliveries for the Stores
* Communication with the Customer Service team to ensure Orders are placed for the articles and getting update on the ETA of products, Cancellations etc
* In Team Reports on Sales Through, Current Season Stock Availability, Call Off Status, Inventory, Delivery Reports etc
* In charge of End of Season transfers from Concept Stores to Factory Outlets and monitoring the stocks parked in Temporary Storage Facility.
* In charge of New Store Opening stocks according to the Visual Merchandising Plan
* Communication with Retail stores on daily basis to monitor Delivery Schedules, VM display of the store, Customer Requests etc

*Position Held: Customer Service Assistant (Aug ’14 till April ‘15)*

* Handling TaylorMade division for Sales Order processing, coordinating with Warehouse for Pick&Pack and delivery, creating credit notes etc.
* Helping North Africa Team with LC Negotiations, Coordinating with Global HQ and factories for delayed deliveries, short shipments, early shipments, MOT change etc
* Handling Retail Ready Picking Notes for adidas Retail Stores across UAE to ensure delivery to stores is carried out seamlessly
* Generating Analytical and Operational Reports
1. **Solutions Infini Technologies (I) Pvt. Ltd. (Feb ’13 to April ‘14)**

*Position Held: Business Head (Tier II Cities)*

As Business Head for Tier 2 cities, my major responsibilities were to:

 Co-ordinate and manage the different Account Managers at the Tier 2 cities across the country

* In charge of creating a relationship with different telecom operators in the country, right from its inception to maintaining a long term business association with them
* C onnect with mostly the top-level management for initiating the business proposal, negotiating and optimizing on the service levels and cost terms.
* Connect with the various International service providers and aggregators t o st r en gt h en t h e co mp a n y ’s foothold in the International market.
1. **MobMe Wireless Solutions Ltd. (Jan’10 to Dec ’12)**

*Position Held: Manager – SMS and Voice Solutions*

As the Manager-SMS and Voice solutions, I was:

* Entrusted with the marketing and sales of SMS and Voice products.
* Driven by targets, with the aid of my excellent marketing and communication skills, I developed an excellent rapport with my clients in short time, consistently achieving targets well within deadlines. Eventually rose to the position of Product Head, leading a team of five people.

Position Held: Manager – Client Relations (Enterprise Business)

By Jan 2012, I was promoted to Manager Client-Relations, of the Enterprise Business vertical.

* The clients of the Enterprise Department are mostly from the Government-sector, and the stakeholders are Head-Of the Departments who are mostly from the Civil-Service.
* I was entrusted with the task of interacting with the stakeholders to keep them apprised of the developments and collecting their feedback.
* Worked closely with Kerala Tourism Department and Chhattisgarh Tourism Department for enabling various functions on a mobile platform

S K I L L S

Excellent communication and interpersonal skills. Leadership skills: successfully lead sales/marketing teams. Presentation

skills: Sales-pitch and product- presentations. Microsoft Word, Advanced Excel, Power-point.

E D UCA T I O N

**Graduation:**

Bachelor of Technology (Electronics and Communication) University of Kerala **Class 12:**

Holy Angels’ ISC Convent School, Trivandrum.

Class 12: Indian Certificate of Secondary Education (ISC). Secured 80.5 %

**Class 10:**

Holy Angels’ ISC Convent School (ICSE), Trivandrum.

Class 10: Indian Certificate of Secondary Education (ICSE). Secured 78.5 %

R E F E R E N C E S

To be furnished on request.

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