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**Abhishek**

**Abhishek.373088@2freemail.com**

**Dubai, United Arab Emirates**

**Nationality: Indian | Male | Single | DOB: 1990**

**UAE Visa Status: 3 Months, valid until December 2017**

Seeking a challenging retail and sales management position where I can utilize my nine years of experience in retail, sales and operational management to contribute leadership and interpersonal skills to the benefit of the organization. I am flexible to adapt to different situations and have excellent knowledge of the sector to work in different sets of criteria’s.

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**AREAS OF EXPERTISE**

* Retail Sales
* Leadership & Mentoring
* Store Operations
* Data Analysis
* Budget Management
* Relationship Building
* Cost Analysis
* Business Development
* Customer Service
* Training Management
* Visual Merchandising
* Stock Management
* Sales Targets
* Billing and Cash Counter
* Marketing

**PROFESSIONAL EXPERIENCE**

***Area Sales Manager, April 2014 - September 2017***

 **Lee-Wrangler Jeans (Three Vee Marketing P LTD), Dehradun, India**

* Produced marketing campaigns, drove promotions and set targets for stores and staff
* Conducted additional analyses of new business opportunities with new store openings
* Maintained budget and buying analysis of merchandise as per profit & loss
* Conducted team training and building to provide excellent customer service
* Maintained achievement of sales with yearly set targets
* Conducted market analysis for set areas of Dehradun and Chandigarh India
* Maintained stock and visual merchandising with clear promoted store discounts
* Provided excellent customer service through staff training and mock sessions
* Focused on productivity for CMS, QPC, ASP, ARP, PSFPD & PPV as per company norms
* Updated ARS system annually for seasonal auto replenishment
* Took care of cash counter, billing and cash deposits as per guidance
* Met sales goals by training, motivating, mentoring and providing feedback to sales staff
* Ensured prominent level of customer satisfaction through excellent service
* Developed business strategies to raise customer pool, store traffic & optimize profitability
* Attended regional trade exhibitions, conferences and meetings
* Reviewed sales performance and aimed to achieve monthly and annual targets

***Retail Store Manager,* August 2012 – March 2014**

**Lee-Wrangler Jeans (Three Vee Marketing P LTD), Dehradun, India**

* Maintained daily sales & stock reports, produced merchandise replenishment on weekly basis
* Responsible for day to day operations and maintained weekly product flow status
* Produced reports to motivate team towards to set targets
* Met sales goals by training, motivating, mentoring and providing feedback to sales staff
* Ensured elevated levels of customer satisfaction through excellent service
* Completed store administration and ensured compliance with policies and procedures
* Maintained outstanding store condition and visual merchandising standards
* Reported on buying trends, customer needs and profits
* Proposed innovative ideas to increase market attention
* Conducted personnel performance appraisals to assess and build team career paths
* Dealt with issues from staff or customers, including complaints and grievances

***Retail Store Manager,* August 2009 – August 2012**

**Nike (SSIPL Retail Ltd) Mussoorie, India**

* Maintained hygiene in store as per company standard
* Maintained manager handbook, staff spirals to check sales, stock and productivity of store
* Held weekly meetings to senior management to discuss performance of store
* Maintained category wise visual merchandise (running, training, football, basketball)
* Conducted check list maintenance to create high customer satisfaction
* Conducted market updates to make healthy competition between staffs and store
* Provided target compilation of imported and domestic footwear and apparels sales

***Retail Sales Executive, March 2008- July 2009***

**Adidas, Lee and Priknit – Mussoorie, India**

* Provided customer care and excellent customer service
* Responsible for store hygiene and size replenishment
* Conducted day to day customer calling to provide knowledge about new products
* Performed regular scan of visitor book to fulfil customer requirements
* Organized sales visits and demonstrated and presented products
* Established new business with new clients and maintained accurate records
* Attended trade exhibitions, conferences and meetings
* Reviewed sales performanceand aimed to achieve monthly store sales targets

**ACADEMIC EXPERIENCE**

***MBA, Retail Operations, 2013-2016***

 **Sikkim Manipal University, Dehradun, India**

***Bachelor of Commerce, with Specialization in Accounting, 2008-2011***

**H.N.B Garhwal University, Dehradun, India**

**LANGUAGE SKILLS**

* Hindi (Mother Tongue)
* English: Speaking, Writing, Reading

**COMPUTER AND TECHNICAL SKILLS**

* MS Word, Excel, Outlook, Project, Power Point, Outlook, Google Drive, Dropbox, WeTransfer
* Social Media & Digital Marketing: Facebook, Twitter, Instagram, LinkedIn, CRM

**ADDITIONAL INFORMATION**

* Driver’s License: Indian