

RETAIL STORE MANAGER Resume Sample www.timesresumes.com

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Energetic, results-oriented self-starter with over 10 years' experience in purchases, sales, customer service and inventory control. Possess proficiency in organization, written and oral communication, listening, and interpersonal relationship skills. Self-directed sales professional who takes pride in maintaining the highest ethical standards at all times. Inspire loyalty, team commitment, workforce diversity, quality performance, and compliance with organizational directives. **Seeking** a position as **Area sales manager or Retail Store Manager**.

SKILLS SUMMARY

- Brand Management
- Events Planning & Management
- Sales/Advertising
- Training
- Purchases
- Inventory Control
- Retail Procedures
- Customer Relations
- Visual Merchandising
- Sales Forecasting
- Business Development
- Operations

CAPABILITIES

Analyze, Plan, Implement and employ proactive management, strong leadership techniques and people management skills to generate accomplishment-driven workplace environment.

Work efficiently and effectively as self-starter in busy environment handling multiple tasks simultaneously. Able to identify and resolve problems. Practical and objective.

Comprehensive presentation, negotiation, and team building qualifications.

Effective communication and interpersonal strengths, combined with strong planning, purchasing and negotiating expertise, dedicated team player with a high degree of professional integrity and participative management approach.

Ensure customer satisfaction and retention through Strategic Business Planning, Client Relationship Management and by implementing client specific procedures & standards. Manage difficult or emotional customer situations, and respond promptly and efficiently to customer requests for quality service and assistance.

Computer skills include: MS Office (Word, Excel & PowerPoint), Email & Internet.

EXPERIENCE

ABC Jewelers, St Maarten, Netherlands Antilles

July 07 to May 13

Purchase Agent (Key Deliverables)

Directly dealt with suppliers of Swiss Watch brands - Raymond-weil, Maurice Lacroix, Phillip Charriol, Fendi; Japanese watch brands - Seiko, Citizen, Eco-drive and Fruitz by Philipstein and also Diamond brands - Hearts on fire, Simon.G and others.

Managed annual purchases of Rs16.5 Crores for two departments of one store.

Managed and oversaw the functions of 4 sales persons in the department for selling watches.

Received an award for selling highest quantity of most expensive watches, consecutively for 5 years.

XYZ Group, Mulund Mumbai, India

Jan 07 to June 07

Assistant Store Manager

Managed and oversaw the operations and sales of the store consisting of fabrics as well as readymade

garments, with annual sales turnover of Rs 1.12 crores.

Lead and directed the functions of 3 sales persons, 1 helper and 1 tailor.

Stocked inventory of fabrics and readymade garments - suites, shirts, trousers, ties, socks, belts valued at Rs 70 lakhs. **Maintained adequate stock levels**, guaranteeing maximum sales potential.

Engineered innovative brand management, sales strategies, planned and managed events, conducted Exit interviews, designed a strategic and methodical tracking system and procedure which resulted in progressive business development and increased sales.

Achieved sales of Rs 1.12 crores against annual sales target of Rs 80 lakhs.

Received appreciation certificate – Adjudged the best VM (Visual Merchandising) from among 28 other stores in India.

Designed and developed a customer relationship management and feed back system, to ensure customer satisfaction and retention.

Trained and Motivated Store Staff.

PREVIOUS EXPERIENCE

ABC Fashion (A Group of XYZ Garments) - **Supervisor** Sept 05 to Sept 06

Suites, shirt's, trouser's & accessories of Louis Phillip, Van Heusen, Allen Solly & Peter England.

MNQ limited (Weekender Kids) - **Assistant Store Manager** March 04 to Aug 05

Due to excellent performance, was given a opportunity to independently set up a store in Ahmedabad for a period of two months.

M&P (Pantaloons and Lifestyle Dept) – **Sales Assistant** Jan 03 to March 04

PROFESSIONAL TRAININGS AND SEMINARS ATTENDED

Seminar on “Million dollar sale” conducted by Shane Decker, International Trainer at “Hearts on Fire”.

Development Training on “How to sell the worlds most perfectly cut diamond” and “How to improve your sales” conducted by Jim Douglas, at “ABC Jewelers”.

Development Training on “diamond brand” and “How to improve your business” conducted by Julie, brand representative of Raymond Weil - Geneva, Charriol - Geneva, Simon G, at “ABC Jewelers”.

EDUCATION

B.Com. Mumbai University, Mumbai, India 2008

PERSONAL DETAILS

Date of Birth -----

Nationality -----

Languages Known -----

REFERENCES - Available upon request.