

RETAIL SALES MANAGER Resume Sample www.timesresumes.com

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Retail Sales Manager and MBA graduate, with 5 years extensive sales management and training experience in the **Retail Mobile Sales & Communications** industry. Background includes sales management for top mobile brands. Excellent ability to develop new business through persistence. Achieved annual sales of Rs 9.94 Crores. Proficient in advertising, sales and customer relations. **Seeking** a similar position, related to customer services, with premium fashion forward retailers.

SKILLS SUMMARY

- Brand Management
- Events Planning & Management
- Sales/Advertising
- Training
- Technology
- 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, negotiating and implementation 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.

Effectively **analyze, compile** and **synthesize** data into written reports.

Computer skills include: C++, java, MS Office (Word, Excel & PowerPoint), email & Internet.

EXPERIENCE

ABC company, (Franchise of Vodafone) Melbourne, Australia

August 10 to May 13

Store Manager

Managed and oversaw the operations and sales of the store with annual sales of Rs 1.12 crores.

Lead and direct the functions of 3 frontline staff, 1 cashier and 1 commercial person.

Stocked inventory consisting of mobile phones, mobile accessories and sim cards valued at Rs 1.2 crores. **Maintained adequate stock levels**, guaranteeing maximum sales potential.

Engineered innovative marketing, 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 8.94 crores against annual sales target of Rs 1.12 crores.

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

Trained and Motivated Store Staff.

XYZ TELECOM (Melbourne, Australia)

October 08 to July 10

Retail Mobile Sales & Communications for “Telstra” brand.

Sales Manager

Lead and directed the functions of 2 Frontline Salespersons, 1 Cashier and 1 inventory supervisor.

Enhanced the existing business by successful Launch of several new models of mobile phones and accessories of “Telstra” brand.

Promoted, merchandised and stocked inventory consisting of mobile phones, mobile accessories, data cards and sim cards valued at Rs 1.2 crores. **Maintained adequate stock levels**, guaranteeing maximum sales potential. **Services included** providing mobile connection and handling customer queries and complaints.

Coordinated with Telesales team, developed campaigns, reviewed and evaluated the productivity of every individual sales person.

Assisted the virtual team, developed strategies that resulted in achieving company goals.

Achieved sales of Rs 7.77 crores (within 9 months) against annual sales target of Rs 9.72 crores.

Trained and Motivated Sales Staff.

EDUCATION

- **M.B.A** (Finance), MNQ University, Melbourne Australia 2010
- **B.TECH**, JPNCE (CSIT) 2008

PERSONAL DETAILS

Date of Birth -----.

Nationality -----

Languages Known -----

REFERENCES - Available upon request.