



## Lakshmisha Madival

RETAIL STORE MANAGER  
0526189473/0563040676

[Laxmeesha.s12@gmail.com](mailto:Laxmeesha.s12@gmail.com)

Valid UAE driving License  
with car

Visa Status: May 30, 2022

### Highlights:

- Awarded as a Top selling store consecutively for two years across UAE
- Grew overall average sales +18% through implementing endless aisle.
- Achieved Surprised weekly target for 6 months consecutively.

### Software Knowledge:

- SHOPSPEED
- SAP
- MS WORD/EXCEL

### Academics:

- VTU-B.E in Mechanical Eng.

### Languages:

- English
- Hindi, Malayalam
- Basic Arabic

### Personal Details:

- Dob: 25/04/1991
- Nationality: Indian

### Summary:

A diligent professional with strong experience in retail management and customer service. And the ability to provide direction and leadership to encourage the achievements of company objectives. Well -versed in directing personnel, creating effective merchandising projects and using sales strategies to boost store sales.

### Core Skills:

- Retail/Store Management
- Retail Operations
- Staff Development Training & Leadership
- Good Knowledge of Excel/Word
- Performance Management
- Team Management
- Customer Service
- Point of Sale
- Stock Control/Management

### Work Experience:

#### **Retail Store Manager**

**Ximi General Trading LLC(Ximi Vogue UAE-Rak,Dubai)(2018 March-2022May)**

#### **Roles & Responsibilities**

- Managed Retail store, Supervised and trained employee's while executing daily operations.
- Managed team to deliver KPIs and compliance throughout the operation, while delivering excellent standard of customer service.
- Consistently Exceeded average sales target by +12% from 2018 to present.
- Briefing staffs about daily, weekly and monthly targets, putting more efforts to reach the target and increase the profits for company.
- Developed employee incentive programs to improve the retention.
- Reduced returns and exchanges by 25% by training employees to check for product damages and communicate with customers to ensure satisfaction while purchasing.
- Coordinating with brand teams to order new stocks or to pullout old stocks and cut sizes from store.
- Ensure availability of merchandise and services by approving contracts and maintaining inventories.
- Review store P&L with operational manager to reduce cost in several areas.
- Maintain inventory by collecting, analyzing & summarizing information. And reporting daily sales to management.

#### **Senior Sales Representative/Store in charge**

**Al Futtaim sons & co LLC (Toys R US) - (Dec 2015- Feb 2018)**

#### **Roles & Responsibilities**

- Enhancing marketing strategy to increase customer retention.
- Exceeded sales target & consistently recognized as a high performer.
- Promoted as a store in charge within the first 18 months of joining.
- Set down applicable & relevant upselling to customer & increased 10% of sale.
- Leading, motivating sales team to achieve overall sales objectives.
- Meeting targets & submitting sales report to senior manager.