






# RATNESH KUMAR

 Doha, QATAR  
 +974-33536033  
 [ratneshkumar085@gmail.com](mailto:ratneshkumar085@gmail.com)

## SUMMARY

Focused Store Manager versed in all aspects of running retail establishment, including opening, and closing procedures, banking, merchandising, and recruiting. Keeps operations efficient, productive and on-track to consistently meet and exceed expectations. Sales expert with unparalleled communication and relationship-building talents.

## SKILLS

- Store opening and closing procedures
- Store operations oversight
- Employee supervision and motivation
- Root cause analysis
- Outstanding communication skills
- Program implementation
- MS Office proficient
- Sales professional
- Retail inventory management
- Risk management
- Staff training and development
- Accurate cash handling
- Customer retention
- Performance improvements

## EXPERIENCE

**Store Manager**, 04/2020 - 10/2021  
**Cadini Italy Garments, Mumbai, INDIA**

- Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
- Processed daily paperwork, balanced register drawers, produced staffing schedules and prepared deposits.
- Balanced sales, reconciled cash and made bank deposits to facilitate opening and closing duties.
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.
- Exceeded team goals and resolved issues by sharing and implementing customer service initiatives.

**Senior Sales Associates (Store In charge)**, 04/2018 - 01/2020  
**Tommy-Hilfiger, Doha, Qatar**

- Retained product, service, and company policy knowledge to serve as resource for both coworkers and customers.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Built and maintained relationships with peers and upper management to drive team success.

**Fashion Consultant**, 10/2017 - 03/2018  
**Mango, Mumbai, INDIA**

- Leveraged upselling opportunities on clothing, shoes, and accessories to maximize brand sales.
- Managed entire shopping experience for client, putting together outfits and providing personalized style tips.

**ORGANISATIONAL DETAILS, 09/2015 - 01/2017****Craftsvilla handicrafts Pvt Ltd, Cadini Italy Garments, Mumbai, INDIA**

- Deliver excellent service to ensure high levels of customer satisfaction
- Motivate the sales team to meet sales objectives by training and mentoring staff
- Create business strategies to attract new customers, expand store traffic, and enhance profitability
- Hire, train, and oversee new staff
- Respond to customer complaints and concerns in a professional manner
- Ensure store compliance with health and safety regulations
- Develop and arrange promotional material and in-store displays
- Prepare detailed reports on buying trends, customer requirements, and profits
- Undertake store administration duties such as managing store budgets and updating financial records
- Monitor inventory levels and order new items.

**EDUCATION AND TRAINING****S.S.N. College (Delhi University), 2012****B. Com: Commerce****B.I.E.C. Patna, 2009****12th****B.S.E.B, Patna, 2006****10th****PERSONAL INFORMATION**

Father's Name: Hrishikesh Upadhyay.

Date of Birth: 28-09-1990

Material Status: Single,

Salary Expected: Negotiable

Present Address.: Retaj Building, Al-Saad, Doha Qatar.

**LANGUAGES****English:****C2**

Proficient

**Hindi:****C2**

Proficient

I hereby declare that the information given above is true and correct to the best of my knowledge and belief.

**(Ratnesh Kumar)**