***Verun Kumaarr***

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**Objective**

To seek a position that will build on skills, provide me ample growth and contribute towards the organizational goals by effectively using conceptual skills and vast knowledge I possess.

**Summary and Qualification**

Multi-faceted Retail guy with a flair for the fashionable. Extensive experience in the Apparel, Footwear, Homeware and Furniture retail industry with an experience in staff management, sales strategy, customer service, MIS and Inventory control.

* Over six years of experience in Retail Operations, and Customer Service Management.
* Excellent inter – personal & communication Skills.
* Excellent memory and attention to detail - mastery of in-store logistics, system and inventory.

**Education**

* Bachelor of Arts.(2008-2011)

**Key Skills**

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| --- | --- |
| * Retail Store Operations
* Merchandising Strategies
* Shrinkage Reduction/Loss Control
 | * Customer Service Excellence
* Teambuilding/Training/Supervision
* Inventory Management
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**Experience Summary:**

* **Bahrain Apparel (Athlete’s Co.) Store Manager** from May ‘19 to till date
* **Bahrain Apparel (Skechers) Store Manager** from April 2016 to till April ‘19
* **Bahrain Apparel (Skechers) Sr. Sales Executive** from Jan 2015 to till March 2016
* **Al Rashid Group (Centre Point) Sales Executive**. from March 2014 to December 2014
* **CM Auto Sales Pvt. Ltd. Sales Executive** from June 2012 to Feb 2014

**Professional Experience**

**Apparel Group:** Apparel group is one of the biggest retailers in Bahrain with more than 50 stores and Brands like Tommy Hilfiger, Nine West, Aldo, Beverly Hills Polo Club, Birkenstock, Naturalizer, Call It Spring, Inglot and spared primarily over 4 locations.

**Athletes’s Co.- Store Manager**

**Duties & Responsibilities:**

* Managing the Store Area of 5400-sq.ft. with a team of 14 members.
* Back office administration, MIS reports and Business intelligence (BI).
* SOP management and Implementations.
* Conduct Audits as per the territory’s procedure, and ensure that the SOP’s are in place.
* Identification of paced and slow-moving merchandise.
* Providing a qualitative feedback to the Buying Team of each product movement, demand, customer feedback, problems or defects, pricing, Missed Opportunities, Gaps.
* Focus on imparting product information to all staff members.
* Focus more on apparel stock as it is first time introduced in the brand.
* Forecasting monthly sale for the Department and the store.
* Maintaining Proper Visual Merchandising of the Entire store.

**Skechers- Store Manager**

 **Duties & Responsibilities:**

* Managing the Store Area of 1700-sq.ft. with a team of 5 members.
* Stock movement and Analysis, ensuring effective liquidation of merchandise.
* Identification of paced and slow-moving merchandise.
* Providing a qualitative feedback to the Buying Team of each product movement, demand, customer feedback, problems or defects, pricing, Missed Opportunities, Gaps.
* Focus on imparting product information to all staff members.
* Monitor staff’s individual performance and see thru their quarterly and annual appraisals.
* Forecasting monthly sale for the Department and the store.
* Handle corporate sales and after sales.
* Annual Budgeting.
* Maintaining Proper Visual Merchandising of the Entire store.
* Man-power management with cost effective measures.

**Al Rashid Group:**

 **Sales Executive**

**Duties & Responsibilities:**

* Ensure excellence in customer service.
* Running the store as an efficient profit centre.
* Ensuring a great shopping experience.
* Daily billing and reporting.
* Maintenance and requesting replenishment of stocks in time.
* Ensure promotions are accurate and merchandised to the company’s standard
* Ensure standards for quality, customer service and health and safety are met.
* Closing and opening the store.
* Providing feedback.

**Critical Skills**

* Excellent Communication. - English (Verbal and Written).
* Ability to work and communicate with people across organizational units.
* Strong analytical skills with an ability to solve a problem with a win-win negotiation approach.
* Ability to lead people on large, multi-functional efforts.
* Decision making and strong Team building skills with good knowledge of Customer Service.
* Good on Technical Knowledge and Computer Hands On.
* Can work with MS-Office, excel, and PowerPoint.

**Achievements**

* Have implemented a customer greeter initiative which is followed throughout the whole territory In Bahrain
* Was promoted to handle the position of Store Manager just after completing one year (Bahrain Apparel).
* Won the best sales person award of a year (Bahrain Apparel).
* Participated in various events organized by the Company (Bahrain Apparel).
* Organized various programs for the Team to enhance Team Building.

**Personal Info**

* DOB: 27/11/1988
* Nationality: Indian
* Passport no: H6325201
* Date of issue:19/08/’19
* Date of expiry: 18/08/2029
* Languages known: English, Hindi, Punjabi. (Read and write)
* Marital status: Married
* Visa Status: Working in Bahrain