



## PROFILE

Motivated & Smart working professional with four years of industrial experience in different profiles. Proven success in driving sales, operations and management. Skilled, creative and innovative. Eager to learn new ideas and concepts.



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**ROBIN C K**

**Flat No 22, Building 170, Road 0709, Tashan 0407  
Kingdom Of Bahrain**

## QUALIFICATION

### **MASTERS IN BUSINESS ADMINISTRATION**

Mahatma Gandhi University Kottayam, Kerala, India (2014-2016)  
Specialized in MARKETING and HUMAN RESOURCES.

### **BACHELORS OF BUSINESS ADMINISTRATION**

Kerala University, Kerala, India (2011-2014)  
Specialized in Finance.

## PROJECTS AND INTERNSHIPS

1. Completed an Internship Programme at Aditya Birla Retail Limited. . (MBA)
2. Done Internship on Customers purchasing Decision at **Decathlon sports** Kochi. (MBA)
- 3 Done an organizational study at **Shanthigiri Ayurveda Vaidyashala**, Thiruvananthapuram. (MBA)

## EXPERIENCE

### **Lulu International • Exchange, Bahrain**

As Frontline marketing associate (February 2017 – April 2020)

1. Manage and maintain client relations with customers and corporate companies.
2. Manage online marketing activities.
3. Ensuring customer complaints are resolved.
4. Reported directly to Area retail manager.
5. Making arrangements for the currency distribution.
6. Timely checking and setting the exchange rates for the branches.

# Expertise

1. Management
2. Operational Management
3. Front Office
4. Customer Service
5. Marketing
6. Sales
7. Employee Management
8. Training

# Skills

1. Microsoft Word
2. Microsoft Power Point
3. Microsoft Excel

# Awards

1. Awarded “Won 5th position in Quiz Conducted by Economic Times South India Level”

# Languages

English Hindi, Tamil, Malayalam

## Aditya Birla • Retail Limited •

Store Manager, Kerala (June 2016 – August 2017)

1. Responsible for sales analysis, as per daily, weekly, monthly sales reports of stores.
2. Achieved monthly targets.
3. Evaluated quantitative measures of performance in the areas of sales per month, , shrinkage control, growth in sales .
4. Monitoring expiry and damages products.
5. Checking shelf edge label of the products are corrects.
6. Ensuring maximum walk-ins and maintains good customer relationships.
7. Responsible for setting monthly and daily targets.
8. Motivate staffs in order to achieve targets.
9. Ensuring staffs are mentally and physically fit.
10. Take care of newly generated leads.
11. Review sales figures of stores and took proactive initiatives to ensure store targets are met.
12. Pushed merchandise to stores as per sales volume.
13. Assisted stores to achieve sales targets, thus contributing to overall Own brand growth.
14. Direct pitching for sales.
15. Reviewing about the market and competitors.
16. Adhered to and enforced store operating procedures in stores.
17. Reporting directly to Cluster retail manager.

## REFERENCE:

1. Pradeep Sanker  
(HR) Aditya Birla  
Retail ltd.  
Kochi, Kerala, India .  
Mob: +919744457595
2. Toncy Eapen  
Head of Operations  
Lulu International Exchange  
Bahrain  
Mob: +97366396022

## DECLARATION:

I do hereby declare that the particulars and facts stated herein are true, correct and complete to the best of my knowledge and belief.

Place: Bahrain  
Date: 28-05-2020

(ROBIN CK)