

AMRITA BOSE



PROFILE

Result oriented professional with over nine years of experience across various industries. Hands on experience to resolve issues and identify practical solutions having worked across all departments. Focused on Functional, Business and Customer needs. Proven competency in developing strong customer / client database to increase the business turnover of the companies associated with. Excellent team management, proactive team leader, with effective communication skills internally and externally.

AREA OF EXPERTISE

- Stock Purchase or Buyer
- Import / Export
- Operations
- HR & Office Administration
- Customer / Client Relationship Management
- Sales / Marketing
- Team Building and Training

WORK EXPERIENCE

Sales Manager | Bahrain

Victoria's Secret | July 2015 – Present

- Part of store management team, and responsible for total store results
- Optimizing labour through reviewing, editing and approving weekly schedules
- Responsible for customer experience at and operations of the cash wrap selling zone.
- Supports, models and enhances of all sales support behaviours to ensure a seamless customer experience.
- Manages and resolves customer / staff relations issues. Improving customer satisfaction and drive customer loyalty.
- Responsible for the activities related to providing a safe working environment.
- Communicates effectively with store management team, associates and peers.
- Partners with store manager to establish clear performance goals and objectives Qualifications.
- Effectively delegate, follow up and communicate with Pay roll (franchise operator).
- Assessing talent, coaching, developing and manage performance

Administration Head | Bahrain

Y Q Group | August 2014 – May 2015

- Supervise and coordinate activities of staff
- Conduct orientation programmes for new employees
- Administer salaries and work out leave entitlements
- Be involved in staff training and development, the preparation of job descriptions, staff assessments and promotions
- Prepare annual estimates of expenditure, maintain budgetary and inventory controls and make recommendations to management
- Maintain management information systems (manual or computerized)
- Locate suitable business premises and negotiate reasonable leasing agreements
- Provide and maintain business premises and other facilities including plant machinery and equipment
- Review and answer correspondence
- Provide secretarial or executive services for committees.

Sales Supervisor | Bahrain

GETECH | December 2013 – July 2014

- Identify potential clients, and the decision makers within the client organization.
- Handle objections by clarifying, emphasizing agreements and working through differences to a positive conclusion.
- Identify opportunities for campaigns, services, and distribution channels.
- Using knowledge of the market and competitors, identify and develop the company's unique selling propositions and differentiations.
- Co-ordinate with technical staff and other internal colleagues to meet customer needs.
- Work with marketing staff to ensure that pre-requisites (like pre-qualification or getting on a vendor list) are fulfilled within a timely manner.
- Forecast sales targets and ensure they are met by the team.
- Track and record activity on accounts and help to close deals to meet these targets.
- Analyse weekly progress reports.

Operation Manager | Bahrain

The Outlet Brand | April 2010- November 2013

- Responsible for planning and selecting range of products.
- Customer relationship management.
- Stock movement analysis and replenishment.
- System validation for Stock receipts, stock transfers to retail outlets and variations.
- Brand, Item, master code creation and updating in system.
- Monitoring and control of inventory.
- Price upgrade / downgrade process and validation.
- Coordination with IT department on operational issues.
- Analyse weekly progress reports .
- Optimizing labour through reviewing, editing and approving weekly schedules.
- Guide, motivate and routine appraisal of staff for their performance.
- Co-ordinating with Visual merchandising team.

Front Office Manager | Bahrain

Pearl Bahrain Suits | March 2009- March 2010

Cashier | Bahrain

Next | August 2008 - February 2009

Customer care officer | India

TATA Tele Shop | February 2008 – July 2008

Customer care officer | India

Aegis BPO | August 2006 – January 2008

EDUCATION

University of Calcutta / 2006

B.Sc / Economics

TECHNICAL SKILLS

- Microsoft Office Suite
- Adobe Photoshop (Basic)
- Adobe Illustrator (Basic)
- Social Networking

LANGUAGE

- English
- Hindi