



# Akshay C.M

Retail store support manager

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## PERSONAL DETAILS

Gender : Male  
Father : G. Chandran Nair  
Age : 22 Yrs  
Date of Birth : 21/07/2001  
Nationality : Indian  
Passport No. : W2850205  
Visa Status : On Visit

## ACADEMICS

**BBA (Finance):** 71% marks from University of Kerala, India  
**Higher Secondary** (Computer Science): 66.58% from Kerala Board of Higher Secondary Examinations

## COMPUTER SKILLS

- Tally ERP9, Prime
- Microsoft Office

## PERSONAL EQUITY

- Attention to detail
- Effective communication
- Critical thinking
- Multitasking

## LANGUAGES KNOWN

- English
- Malayalam
- Hindi

## REFERENCES

Will be provided on demand.

## CAREER OBJECTIVE

Reliable and approachable apparel retail store associate with a motivated attitude and ability foster wonderful customer experiences. Adapt in assisting customers with all aspects of the shopping experience, from providing information on sales and promotions to ensuring a smooth and accurate checkout experience and maintaining strong and stable KPI

## EXPERIENCE

- Reliance Trends, Trivandrum, Kerala, India**  
*Team Leader (December 2022 to November 2023)*
  - Mediate between sales team and management to address complaints and dissatisfaction from both parties
  - Supervise sales associates and handle change requests by customers, as well as check that goods are in good condition
  - Be acquainted with sales items and procedures in the department in order to provide accurate information to clients that can enhance sales transactions
  - Develop sales strategies to reach new customers and also grab the attention of already existing ones to boost sales in the department
  - Train members of the sales team in order to make them better sales associates
  - Have a positive approach to sales strategies and motivate sales associates to keep their heads up in both good and bad moments in the sales department
  - Supervise opening and closing of the store at the appropriate time
- Easy Buy by Landmark Group, Trivandrum, Kerala, India**  
*CRE (July 2022 - December 2022)*
  - Build relationships with key employees among customers
  - Create plans to address clients' business needs
  - Advise clients on creating profitable processes
  - Schedule regular meetings with customers to ensure they are satisfied
  - Act as point of contact for complaints and escalate issues as appropriate
  - Help sales team up-sell or cross-sell services and products
  - Ensure both the company and clients adhere to contract terms
  - Study competition to find new ways to retain customers
  - Set sales and revenue targets and work diligently to meet them
  - Collaborate with internal teams (e.g. sales, engineers, senior management) to address customers' needs

## PROJECT

Have done the project entitled "A STUDY ON EFFECT OF COLLECTIVE BARGAINING IN INDUSTRIAL DISPUTE" at Kerala Electrical And Allied Engineering Company Limited, Kollam and submitted in partial fulfilment of the requirements for the award of the degree in Bachelor of Business Administration of University of Kerala.

## DECLARATION

I hereby state that the information furnished by me is true to the best of my knowledge and belief.

Akshay C.M  
Dubai