



NIKET CHHETRI

Store Incharge

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13-11-1998

OBJECTIVE

Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

LANGUAGE

English ★★★★★

Hindi ★★★★★

Nepali ★★★★★

SKILLS

Leadership

Management

MS Office excel

Teamwork

Time management

Standard Operating process

Problem solver

INTEREST

Reading books, Music, Exercise ,
Writing , Marketing

WORK EXPERIENCE

Store Incharge

2022 - 2023

Coldstone Creamery (Apparel Groups) UAE

- Create more front store organized and clean to attract new customers, expand store traffic, and enhance profitability.
- Greet customers and ensure them of new products.
- Guiding customers for best selling and applying standard FIFO process.
- Maintaining standard operating process in every area including staffs.
- Maintaining store paper work and files.
- Keeping management updated by daily sales stats and reports.
- Maintaining monthly food cost.
- Updating team about daily sales ideas and creating new strategies to increase sales and reach monthly buget.
- Initiating store cleaning and hygiene routine.
- Ensure store compliance with health and safety regulations.
- Deliver excellent service to ensure high levels of customer satisfaction.
- Monitor inventory levels and order new items.
- Respond to customer complaints and concerns in a professional manner.
- Prepare detailed reports on buying trends, customer requirements, and profits.
- Train, and oversee new staff.
- Develop and arrange promotional material and in-store displays.
- Motivate the sales team to meet sales objectives by training and mentoring staff.
- Undertake store administration duties such as managing store budgets and updating financial records.

Sales & Diet Counselor (India, Darjeeling)

2019 - 2022

Nutri care

- Serves customers by selling products and meeting customer needs.
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Tracking lists expiry to ensure customers safety and smooth operation.
- Suggest basic diet plan based on customers needs with proper evaluation.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Submits orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, and merchandising techniques.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Provides historical records by maintaining records on area and customer sales.
- Contributes to team effort by accomplishing related results as needed.

EDUCATION

Higher secondary education

2018 - 2019

WBCHSE (India)

Diploma (Nutrition)

02/2022 - 07/2023

WG Institute (Mumbai)

Grades - A+