







# SUJEESH B N

## OPERATION EXECUTIVE



 bnsujeesh@gmail.com     +971545421795  
 Warsan 4, international city ,dubai, UAE     1987-04-29  
 Indian     B9868857     Married     Visit Visa  
 +917981591442

Dynamic and results-driven Marketing Manager with 15 years of hands-on experience in successfully managing and expanding a book and encyclopedia retail business in Hyderabad, India Demonstrated expertise in sales strategy, customer engagement, and retail operations, with a strong focus on the educational publishing sector. Proven track record in educating and training staff on product knowledge, customer service excellence, and sales techniques to boost overall store performance.

Adept at supervising daily operations, ensuring team productivity, and leading end-to-end recruitment processes to build a skilled and motivated workforce.

Skilled in implementing innovative marketing campaigns and fostering long- term customer loyalty through personalized service and targeted promotions.

## WORK EXPERIENCE

---

2010 – 2025  
Hyderabad, India

### OPERATION MANAGER, *IMPULSE MARKETING COMPANY*

- Developed and executed comprehensive marketing strategies to promote books and encyclopedias, driving consistent growth in customer base and sales revenue.
- Managed day-to-day operations of a successful retail bookstore, ensuring optimal inventory management, customer satisfaction, and profitability.
- Conducted market research and competitor analysis to identify trends, customer preferences, and new business opportunities.
- Planned and implemented promotional campaigns (offline and local advertising) to attract educational institutions, libraries, and individual buyers.
- Recruited, trained, and onboarded new staff, ensuring alignment with company values and customer service standards.
- Designed and delivered regular staff training sessions focused on product knowledge, upselling techniques, and customer engagement.
- Supervised a team of sales and customer service personnel, assigning roles, setting targets, and monitoring performance to ensure operational efficiency.
- Created monthly sales reports and marketing performance analysis to guide strategic planning and budgeting.

- Built and maintained strong relationships with publishers, distributors, and educational institutions to expand product offerings and partnerships.
- Ensured high levels of customer satisfaction by resolving issues promptly and maintaining a clean, organized, and inviting store environment.

## EDUCATION

---

2004 – 2007

**B.COM COMMERCE**, *AMBEDKAR COLLEGE, KASARGOD*  
KANNUR UNIVERSITY

## SKILLS

---

Strategic Marketing & Sales  
Business Development  
Retail Store Management  
Staff Recruitment & Onboarding  
Employee Training & Development  
Team Leadership & Supervision  
Customer Relationship Management (CRM)  
Communication & Negotiation Skills  
Educational Product Knowledge (Books & Encyclopedias)  
Problem Solving & Conflict Resolution

## LANGUAGES

---

English  
Malayalam  
Telugu  
Hindi

## PERSONAL INFO

---

**Date of birth** — 29/04/1987, **Nationality** — Indian, **Passport No** — B9868857, **Marital Status** — Married

## CONTACT

---

+971545421795

WhatsApp, +917981591442

bnsujeesh@gmail.com

Warsan 4, international city, ,dubai, UAE