



SHINTA IDICULA

ABOUT ME

MBA graduate specialized in finance and operations with one year of hands-on experience as a retail manager. Demonstrated ability in managing department operations, developing strategies to optimize performance, and ensuring efficient inventory management. Adept at overseeing customer service, collaborating with cross-functional teams, and achieving revenue and gross margin targets. Possesses strong leadership skills with a focus on mentoring and training sales staff.

CONTACT

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- Al-Mahatta, Sharjah, United Arab Emirates

EDUCATION

Mahatma Gandhi University I
India 2020 - 2022

MASTER OF BUSINESS ADMINISTRATION
Finance and Operations

Mahatma Gandhi University I
India 2017 - 2020

BACHELOR OF BUSINESS ADMINISTRATION

SKILLS

- Communication
- Ability to Work Under Pressure
- Time Management
- Conflict resolution
- Leadership
- Adaptability
- Decision Making
- Excel, Power Point, Word (Basic)
- SAP (Basic)

EXPERIENCE

DEPARTMENT MANAGER 2023-2024
RELIANCE RETAIL

- Coordinated sales promotion activities.
- Orchestrated the preparation and execution of merchandise displays and advertising copy, leading a team of 60 workers; achieved a 20% increase in sales by optimizing product placement and messaging.
- Directed a team of 10 in executing sales operations, maintaining inventory accuracy, and ensuring daily cash reconciliation, which improved transaction record accuracy by 20% and operational efficiency by 15%.
- Communicated with unsatisfied customers, providing logical and quick solutions to increase customer satisfaction by 13%
- Established and implemented departmental policies and procedures to ensure compliances with company standards.
- Scheduled employees for shifts, considering preferences and availability to increase employee satisfaction by 18%
- Contributed to team effort by working with associates to lead by example and improve employee morale by 12%
- Led comprehensive training sessions to enhance product knowledge and in-store presentation skills, resulting in a 40% increase in customer satisfaction scores and a 25% rise in sales conversions.

CERTIFICATIONS

- Introduction to SAP
- Fundamentals of accounting
- Agility and Kanban
- Fundamentals of digital marketing
- Microsoft Office Excel

VITALS

- Nationality : Indian
- Linkedin : www.linkedin.com/in/shinta-idicula-124983230
- Visa : Visit Visa
- Visa Expiry : September 2024
- Availability : Immediately
- Date of Birth : 04-02-1999