



SUSMA DULAL

SALES SUPERVISOR

PERSONAL PROFILE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

WORK EXPERIENCE

Sales Supervisor

U.F.O. The Clothing Store 2021 Apr-2023 OCT

- Oversee daily store operations and ensure smooth functioning.
- *Supervise and lead store staff, providing guidance and training as needed*
- *Maintain inventory, manage stock levels, and assist in visual merchandising.*
- *Manage and motivate store employees to achieve sales targets and provide excellent customer service.*
- *Monitor inventory levels, place orders, and ensure accurate stock management.*
- *Implement store policies and procedures, including opening and closing routines.*
- *Address customer inquiries and resolve any issues or complaints.*
- *Meet financial goals by analyzing variances; initiating corrective actions in preparing an annual budget; formulating pricing policies and scheduling expenditures*
- *Ensure promotions are accurate and in tune with the company's standards*
- *Organize and distribute staff schedules*
- *Receive goods and verify these goods against the purchase orders by taking into account the quantity and quality of the received products*
- *Define the optimal layout according to the velocity of the products*
- *To ensure that the Store is in impeccable condition at all*
- *Comply with and support the Health, Safety, and Environment statements, policies, and procedures ensuring that all H&S audits are carried out accordingly annual assessments*
- *Provide daily coaching and leadership to store teams, including training, performance recognition and improvement*

Sales Associates

U.F.O. The Clothing Store Feb 2020-2021 APR

- *Assist shoppers locate the products and goods they desire*
- *Perform cash processing and card payments*
- *Maintain in-stock and presentable condition assigned areas*
- *Remain knowledgeable on products offered and discuss available options*
- *Team up with co-workers to ensure proper customer service*
- *Build productive trust relationships with customers*
- *Operating cash registers, managing financial transactions, and balancing drawers.*
- *Directing customers to merchandise within the store.*
- *Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.*
- *Maintaining an orderly appearance throughout the sales floor.*
- *Introducing promotions and opportunities to customers.*
- *Cross-selling products to increase purchase amounts*

CONTACT ME AT



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SKILLS SUMMARY

Customer Service
Budgeting and Cost
Analysis and User Training
Analytical & creative
thinking
MS Office
Self-motivated professional
Team Management
Proactive
Building relationship

EDUCATIONAL HISTORY

Tribhuvan University, KTM Nepal
Bachelor Degree

VISA STATUS

Own Visa

PERSONAL DETAILS

Date of Birth - 15/07/1993
Nationality - Nepali
Gender - Female
Status - Married

LANGUAGE

NEPALI
ENGLISH
HINDI