

SWARAJ KULAL

P H A R M A & F M C G S T O R E M A N A G E R



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AI karama Dubai UAE

PROFILE

Experienced cashier skilled in handling cash, processing payments, and building strong customer relationships. Proven track record of managing funds accurately to avoid discrepancies. A service-oriented team member with excellent communication skills and a friendly approach.

SKILLS

- Leadership Skills
- Employee Management
- Commercial Awareness
- Problem-Solving
- Computer Literacy
- Strong Communication

EXPERIENCE

STORE MANAGER

Wellness Forever | Ashoka Marg , Nashik , Maharashtra , India

2020 - June 2024

- Achieved a 40% increase in customer satisfaction levels by handling customer service issues
- Designed and enforced procedures to ensure proper medication storage so that drugs and medical equipments were secure against theft.
- Improved product sales by 12% for the portfolio managed which led to 20% increase in annual revenue.

EDUCATION

HIGHER SECONDARY SCHOOL

KTHM COLLEGE

2015 - 2017

BACHELOR OF COMPUTER APPLICATION

K.V.N Naik College

2017 - 2020

STORE INCHARGE

Medi Planet | College road , Nashik , Maharashtra , India

2017 - 2020

- Managed storefront services, including repairs and improvements. Enhanced the overall customer experience through these efforts.
- Monitored inventory levels to re - stock customer favorites and trending items , increasing sales revenue by 37%
- Resolved Customer complaints with an overall 88% success rate