



VIVEK VIJAYAN

STORE MANAGER

CONTACT

Address:

Avari Building
Al Barsha 1
Dubai, United Arab Emirates

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Email:

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EDUCATION

Master of Business Administration

Finance and Marketing
MG University with 75%

Bachelor of Commerce

MG University with 8.10 CGPA

EXPERTISE

- Oracle
- MSWord, Excel & PowerPoint
- RMS
- TALLY ERP 9

PASSPORT DETAILS

Passport Number : V5715061
Date of issue : 21-12-2021
Visit Status : Visit Visa
Date of Birth : 04th Sep 1995

LANGUAGE KNOWN

- English
- Hindi
- Malayalam

PROFILE

Experienced and results-oriented store manager with four years of experience in plastic packaging and retail environments. Motivated professional with strengths in supervising employees and promoting optimal customer service.

Skill Highlights

- Store Management
- Customer grievance handling
- Store sales Management
- Visual Merchandising
- Staff Management
- Loss Prevention
- Customer service
- Inventory and Supply Management

Experience

STORE MANAGER | SKY INDUSTRIES NIGERIA LIMITED NIGERIA - May 2022 - August 2023

- Overseeing the daily operations of the store and making sure it is run smoothly and effectively.
- Preparation of GRN, Credit Note, Debit Note, etc..
- Incoming material receipt as per purchase order.
- Incoming and outgoing of raw material and consumables entries.
- Periodic stock taking.
- Documentation and record keeping of approved documents as per ISO9001.
- Handling customer audit and complaints.
- Coordination with Finance team, Marketing, logistics team, Supplier and Customer.

STORE MANAGER | MORE RETAIL LIMITED INDIA - July 2019 - April 2022

- Maximize sales and profitability by controlling costs within the budgetary guidelines.
- Complete store operational requirements by scheduling and assigning employees and following up on work results.
- Ensure implementation of supermarket plans in lines with the supermarket strategies and procedure in collaboration with head office.
- Maintaining store staff by recruiting, selecting, orienting and training employees.
- Establishing rapport with current customer and identifying their needs.
- Respond to customer questions, concerns and complaints.