

# Nipa Jolo Das

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## Profile

A detail-oriented and dedicated Senior Officer in Retail, with over 5 years of comprehensive experience in managing retail operations, employee engagement, and customer relations. Proven track record in overseeing operational processes, managing procurement, resolving customer issues, and supporting HR functions. Strong leadership skills, with a focus on team development, cross-departmental collaboration, and maintaining a high level of customer satisfaction. Committed to contributing to organizational success with a proactive and solution-driven approach.

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## Professional Experience

### Senior Officer, Retail

*Current Company* | Dhaka, Bangladesh  
*December 2020 – Present*

- Collaborate with HR to ensure seamless staff management across 29 retail outlets, including handling attendance, leave, and recruitment processes.
- Spearhead employee engagement initiatives and well-being programs to maintain a positive work environment.
- Oversee and streamline procurement requisitions, ensuring accuracy in capex and opex expenses.
- Monitor outlet billing processes, ensuring all approvals are received on time to maintain smooth operations.
- Resolve customer complaints and issues promptly, ensuring high levels of customer satisfaction.
- Act as a liaison between internal and external departments to ensure effective execution of projects and tasks.
- Facilitate timely supply delivery to retail outlets, collaborating with external vendors and suppliers as needed.
- Coordinate large-scale departmental events, including meetings, cultural programs, and staff wellness initiatives.

### Outlet Supervisor

*Aarong, Gulshan* | Dhaka, Bangladesh  
*July 2018 – December 2020*

- Managed daily retail store operations, ensuring efficient staff performance, inventory management, and customer satisfaction.
- Supervised and mentored staff, fostering an environment focused on teamwork and continuous improvement.
- Addressed and resolved customer concerns, ensuring that any complaints were handled professionally and effectively.
- Worked closely with HR to manage staff attendance, onboarding, and other personnel matters.



## **Sales Associate**

Aarong, Halishahar Outlet | Chattogram, Bangladesh

December 2012 – July 2018

- Delivered exceptional customer service by assisting customers, managing product displays, and processing sales transactions.
  - Developed new sales associates and built a cohesive, productive team.
  - Maintained inventory levels and ensured high-demand products were always in stock and visible to customers.
  - Actively communicated product availability and new launches to customers to drive sales.
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## **Education**

### **Master of Arts (MA) in English**

Government City College, Chattogram

GPA: 2.92

### **Bachelor of Arts (BA) in English**

Government City College, Chattogram

GPA: 2.66

### **Higher Secondary Certificate (HSC) in Business Studies**

Government Commerce College, Chattogram

GPA: 4.10

### **Secondary School Certificate (SSC) in Business Studies**

Port Authority Girls High School, Chattogram

GPA: 5.00

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## **Core Competencies**

- Retail Operations Management
  - Staff Supervision & Training
  - Customer Relationship Management
  - Procurement & Budgeting
  - HR Support & Employee Engagement
  - Event Planning & Coordination
  - Problem Solving & Conflict Resolution
  - Strong Communication & Interpersonal Skills
  - Time Management & Multitasking
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## **Technical Skills**

- Microsoft Office Suite (Excel, Word, PowerPoint)
- Inventory Management Systems
- Retail POS Systems
- Employee Management Software

## SKILLS

- Active listener
- Astute problem-solving skills
- Conflict resolution
- English
- Excellent speaking skills
- Expense Reduction
- Meeting & Event Planning
- Multitasking skills
- Office Management
- Practice safeguarding policy
- Report & Document Preparation
- Self-motivated and resilience
- Spreadsheet & Database Creation
- Strong reading comprehension
- Target and detail oriented
- Teambuilding & Supervision
- Thorough time management skills
- Understand regulatory requirements