






Mikhil Michael

Mm palace Thanny mayyanad ,kollam 
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Objective

"Dedicated and results-driven Store manager with hands-on experience in managing and growing MM Supermarket. Skilled in operations management, customer relations, and team leadership, with a proven track record of ensuring business efficiency and customer satisfaction. Seeking opportunities to leverage my entrepreneurial expertise, strategic planning abilities, and problem-solving skills in a dynamic and growth-focused environment."

Experience

2015 - 2018

Reliance Supermarket Kollam

Customer relation executive

Managing customer interactions and ensuring high levels of customer satisfaction.

Handling customer inquiries, feedback, and complaints with patience and efficiency.

Resolving issues promptly to maintain positive relationships with clients.

Assisting customers with product information and service guidance.

Collaborating with internal teams to address and fulfill customer needs.

Maintaining accurate records of customer interactions and transactions.

2018 - .

MM Supermarket Kollam

Store Manager

Business Management:

Overseeing overall operations and strategic planning for MM Supermarket.

Managing finances, including budgeting, expense control, and profitability.

Customer Relations:

Building and maintaining strong relationships with customers.

Handling customer feedback, inquiries, and resolving complaints efficiently.

Inventory and Supply Chain Management:

Managing procurement and maintaining healthy relationships with suppliers.

Overseeing stock levels, product availability, and timely restocking.

Problem-Solving and Decision-Making:

Addressing day-to-day operational challenges.

Making data-driven decisions to enhance efficiency and profitability.

Education

2018	Anna University Bcom 60
2015	Mayyanad Higher secondary school Higer Secondary 68
2015	Believers Church Mahatma Central School Central Board of Secondary Education 65

Skills

- Business and Operations Management: Strategic Planning and Execution Business Development Financial Management and Budgeting Inventory and Supply Chain Management Vendor and Supplier Relations Retail Store Operations
- Customer Relations: Customer Service Excellence Conflict Resolution and Complaint Handling Client Relationship Management
- Problem Solving and Decision Making: Analytical Thinking Crisis Management
- Technical and Administrative Skills: Cash Flow Management Billing and POS System Management Documentation and Reporting

Languages

- English (Fluent) German (B2 certified Fluent) Malayalam (native) Tamil (Fluent) Hindi (A2)