**RESUME**

Tamanna Das

Swapnshilpe,Madhuban Colony

Old Sanghavi,Pune

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**OBJECTIVE:**

To be a part of an organization where I can avail myself with all the scopes to utilize and improve my knowledge for growth in retail industry.

**WORK EXPERIENCE:**

**Assistant Store Incharge** (Sept 2017 to till date**)**

***Team Leader for FAB INDIA OVERSEAS Pvt. LTD.*** *(JULY 14 To Sept 17)*

***Team Leader for ARVIND LIFESTYLE BRANDS LTD, Pune***

*(MAY 2013 TO JULY 2014)*

***Customer Care Associate & Fashion Assistant for SHOPPERS STOP LTD, PUNE***

*(NOV 2012 TO MAY 2013)*

**Key skills:**

**PLANNING:**

* Planning the layouts according to the displays and contribution of various sub-departments.
* Distribution of Man power sub-department wise as per the business contribution of the department.

**SALES:**

* Implementation of sales plans and achievement of targets.
* Motivation for the team towards achievements of daily targets.
* Segregating the department target in sub department.

**TRAINING:**

* Conducted the Coaching programs for entry level staff and newly appointed Staff in various fields like POG, product knowledge and customer service.
* Identifying the Training needs, taking pre as well as post training feedback.
* Identifying staff strengths & grooming the individual in the concern area to develop him for the higher level.

**OPERATIONS:**

* Responsible for managing the Sub-Department for increased profitability.
* Co-ordinate the in-department promotional activities for new releases and special products.
* Ensuring the displays and layouts in the department are done in a manner to attract more customers.
* Review of floor plans on a regular basis and initiating changes in co-ordination with the store managers.
* To motivate staff to achieve sales targets and related business objectives leading to their development.

**CLIENT SERVICING:**

* Ensuring customer satisfaction, by providing pre post assistance and achieving quality norms.

**ACADEMIC ACHIEVEMENTS:**

* **Master of Business Administration (MBA)**

Dr. Ambedkar Memorial Inst. of IT and Management (DAMITS), Rourkela, Biju Patnaik University of Technology, Odisha, 2012

* **Bachelor of Business Administration**

Dr. Ambedkar Memorial Institute of IT and Management, Rourkela, Sambalpur University, 2010

* ***Higher Secondary School Certificate Examination***

Guru Charan College, Assam Council for Higher Secondary Education (AHSEC), Assam, 2007

* ***Secondary School Certificate Examination***

Oriental High School, Silchar, Board of Secondary Education Assam (SEBA), Assam, 2004

**PROJECTS UNDERTAKEN:**

**BBA:**

* Undertaken Summer Internship Program (SIP) for the period of 8 weeks at **PANTALOONS**, Bhubaneswar on “Customer Satisfaction”
* My project was all about handling the sales of pantaloons kids section:
* Analyzed their organization; especially their marketing division for promoting sells
* Studied their exemplary quality consciousness and customer satisfaction by personally meeting some of their buyers
* And also gained some practical experience over the whole process of selling high cost products

**MBA:**

* Undertaken Summer Internship Program (SIP) for the period of 45 days at **NALCO**, Bhubaneswar on “Performance Appraisal”
* My project was all about finding the process of performance of Executive & Non- Executive

**TECHNICAL SKILLS:**

* Operating Systems : Windows XP/VISTA/2007, Linux
* Software : Tally 9.0, MS Office
* Advance Excel

**PERSONAL SKILLS:**

* Good learning & adapting capability along with good communication skills.
* Ability to deal with different people and situation effectively.

**PERSONAL DETAIL:**

Mother’s name : Mrs. Shipra Das.

Father’s name : Mr. Ashok Das.

Date of birth : 30th August 1987

Gender/ Marital status : Female/ Married

Nationality/Religion : Indian / Hindu

Languages known : English, Hindi, Bengali and Odia

Hobbies : Organizing events, Drawing, Reading Books

Address : Chenkuri Road, Matrishri lane, Silchar,

 Dist. Cachar, Assam, Pin-788004

**PLACE: Pune**

**DATE: (Tamanna Das)**