

SANGEETHA SEBASTIAN

Phone No: +91 8594031024

E-mail: mssebastian254@gmail.com



AREAS OF EXPERTISE

- ◆ Showroom Management
- ◆ Customer Relations
- ◆ Business Development
- ◆ Sales Management
- ◆ Retails Management
- ◆ Store Management
- ◆ Brand Management
- ◆ Visual Merchandising
- ◆ People Management
- ◆ Retail Logistics
- ◆ Administration
- ◆ Staff Training

Educational

Qualifications &

Certifications:

- ◆ Masters in Business Administration (Pursuing)
- ◆ Bachelor Degree in English Literature (1996)
- ◆ Diploma in Advanced Certificate in Computer Applications(NIIT)(1999)
- ◆ Diploma in Travel & Tourism Management (IATA, ICAO) (1993)
- ◆ Diploma in Professional Cookery (IIM Studies) (1999)

Computer Proficiency:

- ◆ MS Office packages such as MS Word, Excel, PowerPoint and Access.
- ◆ Knowledge of Social Media sites like Face Book, LinkedIn, and Twitter etc.

Professional Objective:

To work in an organization that provides equal opportunities to foster individualistic and professional growth, and to serve the organization to the best of my ability, discipline and dedication on the work shouldered.

Professional Profile:

Total experience spans over **15 Years** in **India, UAE** and **New Zealand**. A highly focused and result oriented executive with extensive experience and knowledge, a positive and cheerful personality. Hands-on, well-organized, highly creative professional with solid educational background and progressive years of experiences. Proven ability to thoroughly analyse an organization's critical business requirements, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing competitiveness, increasing revenues, improving customer care, customer service, customer loyalty, and company profitability.

Key Skills:

- Showroom / Customer Care & Service / Sales Management and Administration
- Retail / Store/ Operations
- Brand Management
- Budgeting & Cost Controls
- Shrink Reduction/Loss Control
- Teambuilding/Training/Supervision
- Inventory Management
- Merchandising Strategies

Employment History: India, UAE & New Zealand.

I. Maruti Suzuki Maijo Moto - Cochin, Kerala, India

Designation : Customer Care Manager

(December 2016 to April 2018)

- Spearheads the Customer Care team in the showroom. Ensure that customer care team properly trained.
- Ensure all staff are well groomed and presentable.
- Ensure proper Implementation of SSI related activities at the dealership.
- Post Booking and Post Sales follow up done with every customers and feedback recorded.
- Establish a personal rapport with the customer.
- Organize team meet every fortnight.
- Be present during the delivery process ensure everything done as per SOS.
- Coordinate with back office team and sales team for a proper delivery.
- Independently handle, assist the customer to determine problems and provide resolutions on any customer care issues & service problems, coordinate escalations, assess customer's needs.
- Liaison with other departments to achieve the objectives.

Personal Achievements:

- ◆ College Union Councillor
- ◆ University Union Vice Chair Person
- ◆ Model for Jewellery and Textile Industry
- ◆ Anchor for Channel Programmes
- ◆ Miss Kerala Beauty Pageant Winner

Strengths:

- ◆ Excellent communication & Customer Management skills.
- ◆ Quick thinker, Trustworthy, Ability to work accurate and to do multi-task and a
- ◆ 'CAN DO' attitude.
- ◆ Able to build & maintain a healthy team spirit.
- ◆ Exceptional research, negotiating and problem solving skills.
- ◆ Versatile and resourceful & can adapt easily to new environments / requirements.
- ◆ Ability to work under pressure.

Professional Achievements:

- ◆ Leap of Excellence from Maruti Suzuki
- ◆ Extra Miles Award
- ◆ Time Keeping Award
- ◆ Best Staff Award

- Analysis of reports including process dashboards, team performance reports and initiate appropriate action plans.
- Ability to multitask, prioritize work and ensure expected timelines are met - Time Management.
- Ensure that the team meets all and every aspects of compliance expected by customer and company policies.
- Lead process reviews, project updates discussions and handle escalations - internal & external customer included.

II. SAIF Zone Work station LLC – Sharjah, UAE.

Designation: Administration Manager.

(December-2013 to April-2016)

- Office Management
- Managing Marketing and Sales Dept.
- Business Consultancy Services.
- Handled more than 175 customers and their visa, lease, license related issues and documentations.
- Competent in transforming effective marketing strategies in launching new products based on market research and customer specifications, which resulted to development of market share and optimization of organizational revenue.
- Enables organization to structure and manage roles in a uniform way, thus increasing efficiency and effectiveness of training and development, workflow and activities, customer values added services.

III. House of Enspa, Dubai, UAE.

Designation: Retail / Store Manager. (April 2013 Oct-2013)

- Responsible for managing the day-to-day operation of the store, as well as setting customer service standards and launching initiatives to hit sales targets. Developing & motivating a team, whilst ensuring everyone adheres to company policies and procedures.
- Capable of establishing professional relationships with customers, vendors, and executives within multiple industries while maximizing sales opportunities.
- Totally motivated towards, increasing the sale of the company and reaching the maximum profit.
- Implementing store compliance and health and safety procedures.
- Maximizing sales through effective merchandising and marketing.
- Analysing and researching trends within the retails sectors.
- Able to tactfully deal with difficult customers.
- Deciding on store layouts.
- Monitoring product availability levels throughout the day and replenish stocks to ensure 100% availability.
- Developing business links within the local community.
- Actively monitoring competitor activity.
- Getting feedback and capturing data from customers.
- Monitoring and reviewing store performance on a regular daily, weekly and monthly basis.

Personal Information:

- ◆ Nationality: Indian
- ◆ Marital Status: Married
- ◆ Languages Known:
English, Hindi,
Malayalam and Tamil
- ◆ Hobbies: Designing,
Listening to Music,
Reading
- ◆ Driving License: INDIA, UAE

References:

Available upon request

IV. N Style Nail Lounge International, Dubai, UAE.

Designation: Retail / Administration Manager. (August 2008– April 2013)

- Managing and controlling operations and administration of the Spa.
- Guest interaction, expertise in creating positive environment for a great guest experience.
- Handling guest complaints.
- Responsible for direct sales, and achieving sales targets
- Compiling MIS reports related to store management.
- Conducting daily operational meetings with the staff and attending weekly operational meetings with the corporate office.
- Making daily schedules based on the business requirements.
- Studying and monitoring P&L accounts, controlling costs and Inventory Management.
- Communicate effectively with staff to make sure that the clients are getting fantastic service.
- Addressing all staff related issues including training and evaluation of sales and marketing staff.

V. Al Maya Trading Co. L.L.C., UAE.

Designation: Brand Executive.(January 2006 – April 2008).

- Brand Integrity and Market Awareness.
- Ensured stock availability by ordering supplies and retail product for the store.
- Cultivated and maintained solid relationship with company vendors and distributors.
- Responsible for listing products in major outlets.
- Sales and after sales operations responsibilities for establishing Popular Food & Non Food Brands.
- Provided support in promotions and marketing, including producing TV, Magazines & News Paper advertisements for the company.
- Visiting the market including A class as well as B class markets looking after the responsible brands for achieving the sales target.
- Providing safe and secure retail environment for shoppers.
- Proposing and implementing promotions and special offers.
- Commercial and Business awareness.
- Responsible attitude & willing to undertake additional professional responsibilities at local, regional and national level.

Work Experience (New Zealand)

I. Shamiana Cuisine Pakuranga, Auckland, New Zealand.

Designation: Asst. Manager. (October 2003– August 2005).

II. New World Food Market, Wellington, New Zealand. Designation:

Customer Relations Executive. (February 2003 - September 2003).

Work Experience (India)

I. Cochin Gloves (P) Ltd. – Cochin, Kerala. India.

Designation: Area Manager (Sales)(May 2000 – April 2002)

SANGEETHA SEBASTIAN

Phone No:8594031024

E-mail: mssebastian254@gmail.com