



Ritika Majumdar

Customer Service Cordinator

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Languages

English

About

BRANDS WORKED WITH

CM Delta Ltd

SKINNYDIP

Target Corporation

Experience

● Customer Service Cordinator

CM Delta Ltd | Jun 2023 - Now

In my role as a Customer Service Coordinator, I am the primary point of contact, managing customer relationships from onboarding to training, ensuring high satisfaction and retention. I handle crucial product data, price lists and order confirmations, utilizing data analysis to recommend inventory adjustments and enhance customer sell-through. My proactive approach involves identifying process improvements, optimizing the customer journey globally, and translating complex data into actionable strategies. I excel in fostering operational efficiency and driving customer-focused initiatives.

Key Skills: Account Management, Sales Strategy, Sales and Inventory Data Analysis, Customer Relationship Management
Wholesale Assistant

● Wholesale Assistant

SKINNYDIP | Aug 2022 - Jun 2023

My responsibilities included cultivating existing and expanding relationships with key retail partners, and overseeing critical project management with meticulous precision. I executed sales operations expertly, managing sales orders and invoices while liaising adeptly with buyers and factories for seamless order execution. My data-driven approach extended to managing Netsuite uploads, conducting incisive sales analyses, and identifying prime reorder opportunities. I played a pivotal role in deriving sales reports and analyzing key metrics to ensure targets were achieved, thus keeping us on top of commercial awareness. My prowess in decoding complex market dynamics, conducting competitor analyses, and pinpointing product development prospects significantly bolstered Skinnydip Brand's growth and market standing, making my contribution highly impactful.

Key skills: Sales Reporting and Analysis, Commercial Awareness, Critical Path Management, Product Upload, EDI Portal Management

● Front of House

Purecraft Bar & Kitchen | Apr 2022 - Aug 2022

Built a rapport with customers and ensured exceptional standards of customer service by closely assisting customers' requests and queries. Demonstrated excellent product knowledge. Supported the team by preparing and serving specialty drinks. Supported the General Manager in stock orders, stock takes and team rotas. Assisted with basic food preparation. Helped maintain a stellar clean environment.

● Floor Staff and Bartender

Roxy's ball room | Jan 2022 - Apr 2022

Assisting with venue open and closure procedure and stock up process. Managing POS, handling payments and engaging with customers to achieve high level of customer satisfaction and experience. Maintained maintaining high food safety standards.

● Senior Specialist Visual Merchandising

Target Corporation | Mar 2020 - Aug 2021

I spearheaded a comprehensive teardown project across 800 stores while simultaneously mentoring a new team member in execution and proofing techniques. I took charge of analyzing sales and commitment

data, incorporating market insights, and brainstorming opportunities to create impactful sales reports. Additionally, I adeptly utilized space planning tools to design and support the execution of Adjacencies and Planograms, optimizing space and displays effectively. My collaborative approach extended globally, working closely with cross-functional teams and partners in the United States and India to accomplish project objectives, including markdowns and replenishments, driving business growth across all channels. One of my notable accomplishments includes devising and implementing a strategy that saved over 20 hours of execution time weekly by reducing planogram design duration by more than 5 minutes. Key Skills: Space Planning and Design, Cross-Functional Collaboration, Sales Analysis, Market Insight

Education & Training

2021 - 2022 ● **University of Birmingham,UK**
Master of Science,

2009 - 2012 ● **Christ University I**
Bachelors in Business Administration [Finance and International Business],