

Pooja Soni

Retail Store Manager

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Languages

English

About

Driven Retail Manager with more than 9 years of experience. Talented at leading daily activities and enhancing store atmospheres. Excellent record of increasing businesses. Independent, mature, stable, dynamic, energetic with strong sense of dedication, meticulous, organized and result oriented detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

BRANDS WORKED WITH

Bharti Airtel Pvt Ltd

BIBA Apparels Ltd

Biba Apparels Ltd., Delhi International Airport

HIDESIGN INDIA PVT. LTD.

Rang Mandir Private Limited

Experience

● Retail Manager

HIDESIGN INDIA PVT. LTD. | Apr 2022 - Dec 2022

- Handling management and operations of 9 premium stores and guiding workforce of 30 employees
- Planning and initiating changes in order to improve store performance on all set KPIs- L2L Sales/ASP etc.
- Planning stock distribution to all stores depending on situation and market feedback of stores.
- Managing company Visual Merchandising as per Company guidelines
- Recruiting and hiring of new staff. Handling corporate sale and Ensure customer satisfaction by
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● Cluster Manager

BIBA Apparels Ltd | Mar 2021 - Mar 2022

- Ensure 100% knowledge and adherence to SOP in all take action
- Responsible for driving sales to achieve targets, recruit and build co-operative workforce team in each store and manage daily operations across multiple stores.
- To contribute to and deliver operational standards (KPIs) for retail estate
- To analyze sales data to manage performance
- Managed team of 35 staff, driving performance with motivational strategies to exceed sales targets.

● Retail Store Manager

Biba Apparels Ltd., Delhi International Airport | Jan 2019 - Mar 2021

- Customer service and delivering exceptional shopping experience alongside developing internal talent and to create, recommend, and
- implement ideas to help store reach all KPI's Review and effectively deal with fast/slow stock, ensure VM implementation, SOP adherence
- Highlights:
- Got an opportunity and promoted to manage NEW LAUNCHED store as well at Delhi Airport International Departure
- Credit of consistently 6 months 15% growth on business
- Promoted from Store Manager to Cluster Manager.
- Raise kids category productivity by 13% through strategic scheduling and rota management.

● Retail Store Manager

Bharti Airtel Pvt Ltd | Jun 2016 - Nov 2018

- Steering retail operations including Business Development, Customer Support and Team Management.
- Driving "Serve to Sell Model"
- Providing excellent customer service always to meet up WOW experience; giving 1st level resolutions to complaints and ensuring the cus-

tomer leaves the store with a pleasant smile.

- Highlights:
- Credit of consistently achieving 100% scores in store Mystery Audit
- Rewarded by Organizational Head for store maintenance and ambience
- Two times Recognized with an "Air Value Card" from RM for showing the inclusive value, constantly engaging all team members & achieving KPIs covered despite challenging situation
- Attained success in achieving nil service faults /complaints from store since joining
- Success of winning multiple circle contests as Winner at OR level
- Received appreciations for: o 0 Detractors in NPS for various months o For multiple store level events.

● Customer Relationship Officer

Bharti Airtel Pvt Ltd | Aug 2014 - May 2016

- Proactively resolved complaints and queries of walk-in customers with first-time resolution
- Worked towards retention of corporate accounts by providing best services within TAT, proper follow-up & suitable solutions
- Maintained accurate customer correspondence data and generated daily, weekly & monthly reports
- Highlights:
- Recipient of Best Customer Relationship Officer Award at store level
- Promoted from CRO to Own Retail Store Manager.

● Event Organizer & Wedding Planner

Rang Mandir Private Limited | Jul 2011 - Apr 2012

- Liaising with clients to ascertain their precise event requirements
- Planning entertainment program, scheduling workshops and demonstration
- Design various event proposals for client briefings.
- Manage agendas/travel arrangements/appointments etc.
- Highlights:
- Good management & workplace situation handling achievement in

Education & Training

2014

● Rajasthan University

Master of Arts,

2010

● ITI

Diploma, Commercial Arts,,