



# Karan Tuteja

Store manager

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## Languages

English (Fluent)

## About

Experienced Store Manager with expertise in driving sales, team management, and enhancing customer experiences at Michael Kors, Armani Exchange, Reliance Trends, and Max Fashion. Proven ability to meet KPIs, execute marketing initiatives, and maintain high visual standards in diverse retail environments.

### BRANDS WORKED WITH

- Michael Kors
- Armani Exchange
- Reliance Trends
- Max Fashion

## Experience



### ● Store Manager

Michael Kors | Nov 2022 - Jun 2024

- Boosted KPIs including Personal Sale Targets, Department Targets, Customer Data Capture (CDC), Average Transaction Value (ATV), Units per Transaction (UPT), CRM and ROIs.
- Supported the management team in managing all personnel, business processes and results for their store.
- Responded to all emails as soon as they arrived, working on those clients leads to turn them into sales.
- Put forward marketing initiatives for the boutique to drive awareness, footfall, and sales to the Boutique.
- Worked closely with the Area Manager to ensure the highest possible.
- Responsible for punctuality to ensure the store runs efficiently.
- Ensured that excellent customer service was always a priority by executing and achieving the Customer Experience.
- Maintained all visual merchandising standards, directives, promotions, and overall cleanliness and organization of the sales floor and stockroom.
- Developed the team through performance reviews and Personal development plans with relevant follow-ups.
- Managed the complete delivery process and reacted to unexpected circumstances when appropriate.



### ● Store Manager

Armani Exchange | Jun 2018 - Jul 2021

- Developed and maintained high-level key customer relationships to increase sales and satisfy customers.
- Strived to achieve weekly, monthly and quarterly budgets and targets.
- Supported a good commercial awareness of the store, understanding the KPIs required and
- Bringing fresh ideas to the leadership team to drive performance against them.
- Received and distributed service- liaised with the Customer Service team to ensure customer service.
- Took pride in the store with visual standards and ensured the boutique was in perfect condition to match the quality of our product.
- Allocated new lines on the shop floor, managed replenishment and briefed the team on new lines and locations.
- Put forward marketing initiatives for the boutique to drive awareness, footfall, and sales to the Boutique.
- Perfectly presented on the shop floor and when representing the brand.
- Developed the team through performance reviews and Personal development plans with relevant follow-ups.



### ● Store Manager

Reliance Trends | Jun 2016 - Jun 2018

- Managed the complete delivery process and reacted to unexpected circumstances.
- Appropriate allocation of new lines on the shop floor managed replen-

ishment.

- Delivered exceptional customer service by ensuring all team members were fully conversant.
- Delivered all current promotional activity and services offered by the Company.
- Assisted in the development and retention of an effective team by being involved in recruiting, training, and developing.
- Supported a good commercial awareness of the store, understanding the KPIs required and bringing fresh ideas to the leadership team to drive performance against them.
- Ensured that inductions and relevant training are carried out for all employees.
- Managed succession plans in the store (including Company development programs).



### ● Assistant Store Manager

Max Fashion | Jun 2014 - Jun 2016

- Ensured that procedures were in place, driving them, monitoring, and putting corrective actions in place when necessary for all the following procedures.
- Delivered clear, timely and effective communication with Head Office, Product Managers, Brand Manager / HR Manager, and the store overall with the relevant follow-ups.
- Maximized sales through effective sales floor management.
- To proactively use retail-provided propositions & initiatives to grow the Company's market share.
- Lead by example and inspire a shared vision by communicating store and company goals.
- Possesses excellent communication skills in both written and verbal form.
- Confidently made important decisions about what's best for our consumers.
- Managed Till Counters.



### ● Supervisor

Max Fashion | May 2012 - Jun 2014

- Gave expert advice to customers regarding the products and effectively resolving customer complaints on the shop floor.
- Confident use of the store's dashboard to analyze Footfall, Average Transaction Value, and conversion, applying this to the store environment.
- Actively liaised, communicated and developed good relations with the team and Senior Management.
- Used initiative to help customers and meet store targets. Helped customers in fitting rooms with my other teammates.
- Helped with replenishment of the shop floor. Promoted discounts and offers to customers.
- Maintained ROT and Sales targets.
- Managed in-store devices to capitalize on a wider range of products.
- Assigned team performance and providing customer feedback.

## Education & Training

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### ● Queen Mary University of London

MERIT, Marketing

2023

### ● 'NAAC A' DAWV University

Master of Science,