

# RAJA

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Temporary Graduate Work Visa

## PERSONAL STATEMENT

To gain an invaluable experience and to secure a promising career in logistics and sales, where my years of expertise in customer service will be of value to profitable operations.

Dedicated, highly motivated, result and goal-oriented customer service professional with 9+ years of expertise in retail industry. Customer focused and pragmatic team player with a track record of achievement in maximising productivity, strengthening communications, optimising work flow and ensuring quality customer service.

Adaptable leader who thrives in fast paced, competitive environment with excellent problem-solving skills and interpersonal skills.

## ACADEMIC RECORD

➤ **July 2013 to December 2015**

Master of International Business and Information Technology. Charles Sturt University, Melbourne, Victoria.

➤ **June 2010 to May 2012**

Master of Business Administration. Dr. G. R. Damodaran Academy of Management, Coimbatore, India.

➤ **March 2007 to May 2010**

Bachelor of Business Management. Dr. G. R. Damodaran College of Science, Coimbatore, India.

## CORE COMPETENCIES

- Strong team player
- Client relations
- Relationship development
- Inventory control

- Regulatory and safety compliance
- Employee and customer relations
- Negotiation

## **TECHNICAL COMPETENCIES**

- MS Office Suite (Advanced)
- MS Office Dynamics (Advanced)

## **EMPLOYMENT HISTORY**

### **➤ Manager on Duty**

**March 2017 to Present**

*Woolworths Supermarket, Australia.*

#### **Responsibilities:**

- Manage daily operations of store to meet goals
- Provide direction and guidance to staff in their assigned job duties
- Follow and enforce store policies, security measures and customer service standards
- Provide excellent customer services for sales growth
- Develop positive shopping experience and ensure customer satisfaction
- Evaluate performance of each staff and provide appropriate feedback
- Perform inventory control to avoid over stock and low stock
- Manage product storage and rotation activities to reduce spoilages and damages
- Assist in recruiting and training staff members on assigned responsibilities
- Assign daily workload and schedules to staff
- Develop process improvements to maximize sales and profitability
- Educate staff about safety and sanitation procedures

### **➤ Assistant service manager**

**October 2015 to April 2015**

*Woolworths Supermarket, Australia.*

#### **Responsibilities:**

- Improve customer service experience, create customer engagement and facilitate organic growth
- Set a clear mission and deploy strategies focused towards that mission
- Keep accurate records and document customer service actions and discussions
- Analyse statistics and compile accurate reports

- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Keep ahead of industry's developments and apply best practices to areas of improvement
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities
- Utilizing effective interpersonal and intrapersonal skills to meet customer needs.

➤ **Service Supervisor**

**October 2013 to September 2015**

*Woolworths Supermarkets, Australia.*

**Responsibilities:**

- Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback
- Strategizing and monitoring daily activities of customer service operation
- Assisting customer service staff with duties where required
- Training staff in areas of customer service and company policies
- Managing cashier coverage and customer flow to ensure proficient customer service
- Monitoring and authenticating returns, exchanges and voids
- Investigating and solving customer service complaints
- Assisting with development and implementation of service policies, and explaining these to staff and customers
- Maintaining documentation pertaining to customer service department activities
- Performing additional duties where needed

➤ **Logistics and Sales Manager**

**May 2010 to May 2013**

*Sree Parani Retail and Wholesale Garments Pvt Ltd, India.*

**Responsibilities:**

- Delivered good customer service and communicate with a variety of customers
- Setting sales strategies and promotions based on the target market of the company
- Supervision and training of the sales team to ensure that they gain sufficient knowledge about the products
- Motivating and encouraging the sales staffs to achieve the sales targets.
- Inventory management, reporting for purchase and analyzing the business performance report
- Maintaining a good relationship with customers and assisting them with their queries

- Stock verification, analysis of vendor performance & price variance
- Work with relevant departments to manage inventory requirements
- Maintaining and receiving warehouse and distribution operations by initiating, coordinating and enforcing program-operational, policies and procedures
- Planning and implementing transportation/tracking of goods and coordinating their full order cycle
- Planning logistical schedule in advance in preparing for busy seasonal periods
- Negotiation with suppliers to minimize raw material and transportation costs
- Keeping accurate and Up to date records of suppliers, products, contracts, pricing and invoicing

## **REFERENCE**

Upon request.