

DEVENDRA WANKHEDE

TEAM LEADER

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LOCATION | Pune, 411027
EXPERIENCE | 15 Years 2 Months

Key Skills

- People-Centric Leadership
Leadership & People Management — Inspiring And Guiding A Team Resolving Conflicts And Fostering A Positive High-Performance Culture Is Essential. Customer Service Excellence — Jewellery Is Personal And Often Emotional. A Team Leader Must Model Empathy Active Listening And The Ability To Create Memorable Shopping Experiences. Product Knowledge — Understanding Gemstones Metals And Craftsmanship Builds Trust With Customers And Helps Train The Team Effectively.

Profile Summary

Dedicated and results-driven jewellery retail professional with 7 years of experience at Tanishq Jewellery. specializing in wedding jewellery and staff training Proven expertise in client consultation, sales growth, inventory management, and luxury customer service. Adept at team leadership and learning development. ensuring new staff excels in product knowledge and service excellence. Passionate about crafting memorable shopping experiences driving revenue. and maintaining high brand standards.

Work Experience

Team Leader
SATARKAR JEWELLERS
01/2008 - 07/2014

- Supervise daily operations of the sales floor at Satarkar Jewellers.
- Lead and motivate sales team to achieve monthly targets
- Ensure exceptional customer service and satisfaction.
- Train new team members on product knowledge and sales techniques.
- Monitor inventory levels and assist in stock management

Supervisor
PNG Jewellers
10/2015 - 07/2017

- Managed daily operations in jewelry retail ensuring exceptional customer service and satisfaction.
- Supervised a team of sales associates. providing training and performance feedback.

Sales Strategy & Motivation —
Driving Sales Through Goal-
Setting Coaching And
Recognizing Achievements
Keeps The Team Focused And
Energized. Inventory &
Financial Oversight —
Managing Stock Levels
Analyzing Sales Data And
Ensuring Profitability Are Key
To Smooth Operations.
Attention To Detail — From
Visual Merchandising To
Handling High-Value Items
Precision And Care Are Non-
Negotiable.

Certification

- Learning Champion Certificate

Languages

- English
- MARATHI
- HINDI

Hobbies

- Music And Food

- Implemented inventory management processes to optimize stock levels and reduce losses.
- Developed promotional strategies to enhance sales and customer engagement.
- Coordinated with suppliers for timely procurement and quality assurance
- Led daily operations at Png Jewellers. ensuring high-quality customer service and satisfaction.
- Trained and supervised team members to achieve sales targets and enhance product knowledge.
- Managed inventory control minimizing stock discrepancies and optimizing product availability
- Developed and implemented effective merchandising strategies to boost store visibility and sales.
- Fostered a positive team environment. promoting collaboration and professional growth.
- Team Collaboration: Worked closely with marketing and product teams to optimize sales strategies.

Senior Sales Host

Orra Fine Jewellery

09/2017 - 03/2018

- Sales Achievement: Successfully met and exceeded sales targets by [percentage] contributing to overall revenue growth.
- Client Relationships: Built and maintained strong relationships with clients improving customer retention and satisfaction.
- Negotiation & Closing: Led negotiations that resulted in high-value deals increasing company profitability
- Market Analysis: Conducted market research to identify new opportunities staying ahead of industry trends.
- Sales Strategies: Developed and implemented effective sales plans that drove business expansion.

Assistant Manager

PC Jeweller

05/2018 - 09/2018

- Operations Management. Oversaw daily business operations ensuring smooth workflow and efficiency
- Team Leadership: Supervised and mentored team members. improving productivity and engagement.
- Customer Relations: Handled customer inquiries and complaints maintaining a high standard of service.
- Sales & Revenue Growth: Assisted in driving sales

- and revenue targets through strategic initiatives.
- Inventory & Resource Planning: Managed stock levels procurement allocation for optimal business function.
- Performance Evaluation: Monitored team performance and provided feedback to enhance efficiency.

Team leader

Titan Company

10/2018 - Present

- Team Leadership: Oversee and guide a team of sales associates to achieve individual and collective targets
- Customer Engagement: Ensure exceptional customer service by assisting clients with jewelry selection and addressing inquiries
- Sales & Revenue Growth: Drive sales through strategic planning up selling techniques and personalized client interactions.
- Inventory Management: Supervise stock levels. coordinate v/ith suppliers. and ensure timely restocking of popular items.
- Training & Development: Conduct training sessions to enhance product knowledge. sales skills. and customer handling.
- Visual Merchandising. Maintain aesthetically pleasing store displays to attract customers and improve sales performance
- Performance Analysis: Track and analyze sales metrics customer feedback team productivity to optimize performance
- Ccoordination & Reporting: Communicate with senior management provide sales reports and contribute to business strategy
- Client Consultation: Assist brides and families in selecting exquisite wedding jewellery tailored to their preferences and traditions
- Event & Promotional Planning: Support wedding-related promotions exhibitions and in-store events to attract clientele.
- Luxury Customer Experience: Maintain high standards of service. ensuring an exceptional shopping experience for premium clients
- # Learning Champ — New Staff Training
- Training & On boarding: Conduct comprehensive training sessions for new employees ensuring smooth integration into the company
- Product Knowledge Development: Educate staff on jewelry designs. materials. trends. and customer

engagement strategies.

- Sales & Service Excellence: Mentor new hires on sales techniques, customer handling and delivering premium shopping experiences.
- Process & Policy Implementation: Ensure adherence to company policies, operational procedures, and ethical selling practices
- Performance Coaching: Monitor trainee progress, provide feedback, and support skill development for long-term success
- Team Collaboration: Work closely with store managers and senior staff to maintain training effectiveness and business alignment.
- Continuous Learning Initiatives: Introduce learning programs, workshops, and best practices to enhance employee growth.

Education

B.Com - Commerce

2004

Pune University

Projects

Purple project

10 Months

Worked with a previously non-transacting client and maintained strategic contact over a 10-month period. Rebuilt trust and demonstrated value, ultimately converting the customer back into an active account.

Resulted in renewed business and strengthened long-term client relationship.

Increase Diamond Ratio

6 Months

Successfully increased the diamond jewelry sales ratio within the overall product mix through personalized customer service, product knowledge, and effective upselling strategies.

Contributed to higher revenue and improved product focus in a competitive retail environment.