

Floor Manager

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OBJECTIVE

Dynamic Floor Manager with a proven track record in overseeing daily operations, leading front-line teams, and enhancing customer service. Skilled in staff coordination, floor optimization, and resolving issues efficiently. Strong leadership and sales focus with a commitment to driving performance and team success.

SKILLS

Leadership skills

Time management

Effective communication

Retail operations management

Training & Development

Product Knowledge

Adaptability Customer Service

Teamwork & Drive Sales

Customer Service

Conflict resolution

Stress management

Presentation Management

EXPERIENCE

NOV 2017 - MAY 2023

Sales Executive

PNG Jewellers Pimpri Pune

- Contacting potential and existing customers on the phone, by messages
- Handling customer questions, inquiries
- Building and maintaining a CRM database
- Participating in sales team meetings
- Arranging product, gemstone knowledge training
- Taking customer orders and follow up on a regular basis

JUN 2023 - APR 2025

Sales Supervisor

PNG Jewellers Aundh Pune

- Set Clear Goals, Monitored Progress
- Offered Guidance. Resolved Issue
- Implemented Revenue – driving Sales Strategies
- Analyzed market trends .adapted strategies.
- Mainatined deep Product Knowledge.
- Stayed Updated on industry friends.
- Educated team on product features
- Cultivated strong customer relationship.
- Maximized revenue opportunities

MAY 2025 - Currently working

Indriya Jwels - Novel jwels by Aditya Birla Grouop

Floor Manager

- Revamped showroom layout to boost footfall and impulse buys
- Applied upselling tactics to raise average ticket size
- Trained staff on sales, product knowledge, and service
- Mentored team to meet KPIs and improve engagement
- Led in-store events to drive traffic and sales
- Enhanced visual merchandising to improve flow and order value
- Oversaw daily floor operations for smooth execution
- Coordinated with management on inventory and promotions

EDUCATION

Degree / Course	University / Board	Percentage / CGPA	Year of passing
SSC	Kanya Vidyalay Pimpri Pune		2013
HSC	Navmaharashtra college Pimpri Pune		2015
BA (Psychology)	MP College Pimpri PUNE		2021
MA (Psychology)	RMC college Akurdi Pune		2023
MBA (Marketing)	DIMR College Balewadi Pune		Pursuing

ADDITIONAL PERSONAL INFO

Address Jyotibanagar Kalewadi Pune
Languages English Hindi Marathi
Marital status Unmarried

CERTIFICATIONS

APR 2021 - GIA'S RETAILER SALES ASSOCIATE TRAINING

ACHIEVEMENTS

- 2018 -2019 – Top Seller In diamond
- 2020 – 2022 – Top Seller in gold silver diamond
- 2023 - 2024 Best supervisor award (for managalsutra mahotsav)

HOBBIES

- Reading
- Traveling

DECLARATION & SIGN

I hereby declare that the above information is true and correct to the best of my knowledge and belief.