

# Hema Sree Thutika

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## Carrier Objective

Looking for a challenging position where my logical, problem-solving skills, experience, and application knowledge can be put in for the successful execution of the project.

## Experience Summary

Retail Customer Relationship Manager with 4+ years of experience. Seeking to boost KPIs through proven skills in operations and reporting. Maintained 93% positive customer reviews and 21% above average repeat customer scores.

Maintained records of store key accounts and reporting to HO.

## Core Skills

Retail /Store Management  
Staff Development and Training  
Customer service(CRM)

Stock Control/Management  
Retail Operations  
Data Visualization/Analysis

Team Management  
Cash desk Operations  
Performance Management

## Professional Experience

**Oct 2012 - May 2015**

**Company: W**

**Customer Relationship Manager**

### *Key Responsibilities:*

- Promptly attend to customer requests, exceeding targets and expectations.
- Employ teamwork skills, acting as a vocal and engaged team member, and confidently delivering solutions. Training newly recruited staff with standard company practices in accordance with brand requirements.

**June 2018 – April 2020**

**Company: Tommy Hilfiger**

**Assistant Manager**

### *Key Responsibilities:*

- Administered operational requirements like P&L, Inventory management Visual merchandising and stock management.
- Recruited and trained team members to enable staff progression, coached staff to inspire performance improvements and maximization of sales.
- Administering the cash and stock loss prevention procedures
- Analyzing Sales figures, forecasting future sale volumes, stock requirements, and constructing Subsequent reports.

### *Key Achievements:*

- Achieved Substantial reduction in stock losses by 5%
- Achieved YTY sales increment by 10%, CRM champs of the year 2019, Highest LFL in India for a month

## **Academic Profile**

- **Bachelor of Technology** in **C.S.E** with **66.04%** from Jawaharlal Nehru Technological University, Kakinada (2018).
- **Diploma** with **85%** from Govt. Polytechnic College, Vijayawada, A.P. (2012).
- **SSC** with **89%** from ST. Joseph's E .M. High School, Vijayawada, A.P (2009).

## **Technical Skills**

- |                          |   |                                   |
|--------------------------|---|-----------------------------------|
| • Programming Languages  | : | Core Java, C, C#                  |
| • Framework              | : | .NET                              |
| • Operating Systems      | : | Windows, Linux                    |
| • Software               | : | Tally, Shoper9, Tableau(Learning) |
| • Creative Design Skills | : | Canva                             |

## **Projects Details**

### **Diploma:**

**Title:** Automatic Voltage Stabilizer using Relays

**Description:** The main objective of this project is to provide constant automatic output supply. However automatic stabilizers have limited application in today's trivia.

*Components Used:* Relay, Auto Transformer, Resistors, Caps, Diodes, LED, Transistors, PCB

### **B.Tech:**

**Title:** Smart Event Management System.

**Description:** Smart Event MS is a web application, deals with information about events, smart access between event user and organizer, manages various tasks like event details, event location. *Technologies Used:* XML, JAVA, MySQL, PHP

## **Co-Curricular Activities**

- Internship in TV motherboard development and assembling parts at Surya Enterprises.
- Participated and won prizes in Quiz held at the School level.
- Attended Workshops, Volunteered in the CSE lab for the Pool Campus drive held in VikasCTN.
- Volunteered as an NSS candidate at SDMS Temple, Vijayawada.

## **Hobbies**

- Drawing And Painting, Designing in Canva, Fashion Styling.

## **Personal Details:**

Gender	:	Female
Marital status	:	Unmarried
Nationality	:	Indian
Languages Known	:	English, Telugu, and Hindi

**Declaration:** I hereby assure that the above-given details are true to my belief and best of my knowledge.

Date :

Place : (Hemasree Thutika)