



SUSHMITHA GK

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Marital Status: Single
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EDUCATION QUALIFICATION:

SSLC-ARPS Kigga High School, Sringeri(2013)
PUC-GJC Kuvempu University Sringeri(2015)
B.Com Kuvempu University Sringeri (2021)

LANGUAGES:

Kannada ,English, Hindi ,
Tulu, Tamil,Telugu

SOFT WARE SKILLS

Basic's in Computer
Microsoft word
Microsoft excel

ACHIEVEMENT:

Won in Numerous Dance Events
State level Sports Player

SKILL HIGHLIGHTS

Quick learner
Communication skills
Hard working
Customer service
Team work

CURRICULUM VITAE

JOB OBJECTIVE

My Goal is Gain an apprenticeship Where I Could Further My Skills and knowledge of working with Timber.

PROFILE SUMMARY

- Total 6.6 years' experience In Store Handling, Guest Handling, F N B food handling, Tele Sale, Guest Relation Handling, Marketing. Store Handling, team handling, currently playing the role of guest relation manager.
- Expertise in the areas of team handling, store management, customer relation, client handling, Telecalling, products sales.

ORGANIZATIONAL EXPERIENCE

1)WORKING IN MALABAR GOLD AND DIAMOND PRIVATE LIMITED FROM OCT 2020 TO TILL DATE AS GUEST RELATION MANAGER.

JOB RESPONSIBILITIES

- Responsible for all CR Functions of Jewelry.
- Overall Responsibility of all customer complaints resolution, rectification and report to regional office.
- Strategic Planning for Improvement of Customer Satisfaction levels and Maintain Reports.
- Target customer delight.
- Use CR activities as a tool for improvement.
- To enhance the performance of the store through developing digital marketing plans,budgeting and analysis, To involve in implementing and evaluating the In-store activities.
- Conduct research, understand the market and identify potential customer profiles.
- To have a proper study and thorough knowledge about the customer's buying patterns,buying occasions and preferences thereby improving customer retention programs improving customer experience.
- Improving customer walk-ins through developing various programs.

2) PREVIOUS WORKED WITH JAWED HABIB HAIR N BEAUTY LTD.FROM 2018 MAY TO SEP 2020 AS A STORE MANAGER
JOB RESPONSIBILITIES.

- Taking care of inventory of products.
- Responsible for leveraging customer service.
- Handling client queries and complaints.
- Managing client appointments by call n mail, and responsible for allocating work for therapist barbers and housekeeping and scheduled meetings with the team.
- Handling billing, making transactions and keeping paper works.
- Supervising store hygiene and maintenance.
- Need to work with (ZENOTI) software.
- Overseeing pricing and stock control Maintain a daily basis on the checklist.
- Making targets VS achievement report and monthly reports attendance report, DSR N MIS client tracking reports.
- Calling to repeat clients for visiting and remainder calls or members and clients regarding.
- Maintaining knowledge of current sales and promotions, policies regarding.
- Explaining about the product n membership program to customers.
- Calling to repeat clients for visiting and remainder calls or member n clients regarding.
- Handling stock requirements and maintaining stores in our stock requirements.
- Observing cctv on a daily basis and ensuring the same records are maintained in the excel.
- Handling clients complaints and sorting out the problems, after sale services.

3)WORKED WITH CINEPOLIS INDIA PVT LTD FROM JAN 2016 TO 2018/05/MAY AS A F & B TRAINER.

- food beverage counter and ticket(box office counter)
- Attending customer complaints and sorting out the problems .
- Assist with on the job training of new employee
- Check Handling on daily cleaning of equipment.
- Maintain facilities and equipment to ensure a neat safe efficient operating environment.
- Responsible for greeting & clients at the reception.
- Assist guests with special welcoming needs (Mentally challenged, physically disabled).
- Food auditing , cash closing, box office clients calls and mails.

DECLARATION

(I hereby declare the information furnished above is true to the best of my knowledge.)

(SUSHMITHA G K)