

# UMA PARTHASARATHY

A competent professional with **over 12+ years** of comprehensive experience:

- Training & Development
- Store Management
- Team Management
- Stock Management
- Display Merchandising
- Inventory Management
- Customer Service

## TRAINING EXPERIENCE

- Currently working as a Freelance Soft Skill Trainer, with Gnosis Plus for imparting Soft Skill Training and Campus to Corporate Module to Management & Engineering Students.
- Conducted in store trainings in Product Knowledge, Customer Service, Motivation & Team Building @ Max Retail (Lifestyle India Pvt. Ltd.)
- Conducted Induction Training on Customer Service, Product Knowledge & Instore training on Selling Skills, Motivation & Team Building, Work In a Team, @ Big Bazaar (Pantaloons India Ltd.,)

## CORE COMPETENCIES

- Communication Skills
- Leadership Skills & Team Work
- Goal Setting
- Interview Skills
- Selling Skills & Customer Service
- Presentation Skills
- Motivation & Team Building

## CAREER RECITAL

**June' 15**

**Gnosis Plus Eduventures Pvt. Ltd., Jalgaon**

**Sr. Facilitator**

Imparting training and preparing Management & Engineering Students to face Interviews and for better performance in their upcoming assignments. Topics include -

- Interview Skills
- Goal Setting
- Stress Management
- Leadership Skills
- Time Management
- Team Building
- Presentation Skills
- Telephonic Etiquette
- Corporate Attire

**Aug'09 to Sep'13**

**Max Retail Division, Mumbai**

**Asst. Store Manager**

*A division of Lifestyle International Pvt. Ltd. (Landmark Group)*

### Growth Path:

Apr'11 - Sep'13 - Asst. Store Manager

Aug'09 to Mar'11 - Dept. Manager / Stock Planning - Concessionaire Brands

**Key Highlights:**

- In-store Trainer :- Planning Monthly Training Schedule, Training Need Analysis, Scheduling On-Job Training, Measuring Training Effectiveness
- In store HR activities:- Interviewing Candidates sharing feedback with R.O., Maintaining Candidate Documents & Records, Employee Personal Files, Ensuring all required Legal Documents are updated, verify and maintain employee time & leave records, preparing and sending Monthly Attendance & Other reports to Regional HR for Payroll Process, Employee Productivity, handling HR Audits.
- Team Management: Handling a team of 60+, maintaining discipline among staff, encouraging and motivating them to develop their skills and abilities and lead the path of growth.
- Stocks Management, Sales Management

**Sep'07 to Mar'09****Park Avenue, Nagpur****Store Manager***A Men's Formal Brand of Raymond Apparel Ltd.***Key Highlights:**

- Handled a team of 7 staff members.
- Training staff, improving their communication skills and customer service skills, building and motivating positive attitude to achieve sales targets.
- Space utilization, implementation of theme display.
- Maintaining minimum base stock level, checking on replenishments.
- Understanding customer preferences, building customer database, building rapport with the customer.

**Aug'06 to Aug'07****Big Bazaar, Nagpur****Department Manager***A Value Retail Format of **Pantaloons India Retail Ltd. (Future Group)*****Key Highlights:**

- Handling 4 categories - Customer Service Desk, Cosmetic & Pharmacy, Depot (Books & Stationery), Star & Sitara (Unisex Salon)
- Responsible for generating sales from 4 Team leaders, and 25 Team members - by enabling timely stock replenishments, product display, customer service.
- Ensuring healthy stocking by providing product specifications, product requirement, generating Purchase Order for Local Vendor.
- Responsible for handling customer service for entire store, analyzing reasons for sales returns, sharing product feedbacks with H.O.
- Achieving targets of Loyalty Programs and Sales of Gift Vouchers.

**Dec'02 to Aug'06****M/s. Singh's Planet Fashion, Nagpur****Store Manager***A multi brand concept of **Madura Garments - Aditya Birla Nuvo Ltd.*****Growth Path:**

Jan'05 - Jul'06 - Store Manager

Dec'02 to Dec'04 - Customer Sales Executive

**Key Highlights:**

- Handled a team of 8 staff members.
- Training staff, improving their communication skills and customer service skills, building and motivating positive attitude to achieve sales targets.
- Space utilization, implementation of theme display.
- Maintaining minimum base stock level, checking on replenishments.
- Understanding customer preferences, building customer database, building rapport with the customer.

## **CERTIFICATIONS & SPECIALIZATION**

- **PGDHR - Specialization (Human Resource) from SCDL, Pune**
- **Certification 'Train The Trainer'** from Max Retail Division (Lifestyle Retail - Landmark Group)
- **PGDBM - Specialization (Retail Management)** from All India Institute of Management Studies in 2006

## **OTHER CREDENTIALS**

- Attended 'Train the Trainer' workshop conducted by Future Group & Max Retail.
- Attended 'PROPEL' workshop for developing Managerial & Interpersonal Skills - conducted by Pantaloons Retail India Ltd.
- Achieved 3<sup>rd</sup> position in Louis Philippe Product Knowledge Program conducted by Madura Garments. □  
Attended 'GUEST' workshop on Customer Service and Selling Skills conducted by Madura Garments.

## **PERSONAL DOSSIER**

Date of Birth : 15<sup>th</sup> Dec 1979  
Current Address : Rabale Heights, 601 - B Wing, Rabale Village, Navi Mumbai - 400 708  
Permanenet Address : Plot No.32, Fulmati Layout, New Rameshwari Ring Road, Nagpur - 440 027