

Sunita Sarkar

PERSONAL DETAILS:

Father's Name : Sri Sukomal Sarkar
Date of Birth : 16th April 1993
Permanent Address : S-112, Baishnabghata- Patuli Township, P.S – Patuli, Kolkata - 700094
Sex : Female
Religion : Hindu
Marital Status : Unmarried
Nationality : Indian
Language Known : Bengali, Hindi, English

Mobile : 7980521647/9062935440
E-mail : sunitasarkar04@gmail.com

CAREER OBJECTIVE:

Effective and detail-oriented Retail Manager with an experience of 5+ years in managing large-scale retail operations and a track record of successfully turning around new establishments. Skilled in managing a large number of employees and developing rapport with them. Achieved employee of the month rewards regularly.

EDUCATION & QUALIFICATION:

- Master of Arts, Political Science, Rabindra Bharati University; 2018
- Bachelor of Arts, Political Science (Honours), University of Calcutta; 2015
- 12th, Arts, WBCHSE; 2012
- 10th from WBBSE in 2010

WORK EXPERIENCE:

1. Currently working as **Branch Relation Executive** at **SBI**, Kolkata from January 2024.
2. Worked as a **Branch Manager** in **BE BONNIE BODYCARE PVT LTD.** from February 2022 to December 2023

Key Responsibilities:

- Completes store operational requirements by scheduling and assigning employees.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Promotes optimum staff performance by coaching, counseling, and disciplining employees.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, and analyzing variances.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers to understand service requirements.
- Ensures availability of merchandise and services by approving contracts.
- Formulates pricing policies by reviewing merchandising activities, determining additional needed sales promotion, and authorizing clearance sales.

3. Worked as a **Senior Branch Associate** in **AYUSH INTERNATIONAL CANCER RESEARCH INSTITUTE** from February 2021 to February 2022.

Key Responsibilities:

- Greets Customers and makes them feel comfortable.
- Interacts with Customers, offering assistance and responding to queries about service and purchases
- Provides recommendations according to needs and preferences.

- Locate merchandise for customers and place orders where necessary.
- Increasing Sales volume by interacting more customer with Offering Best deals of services.
- Introduces promotions and new products to customers.
- Operates Cash register and handles cash payments and online payments.
- Handles refunds, exchange and returns.
- Service Sales by updating customer record and approaching them to add on services purchasing for increasing our store sales volume.
- Stays Up to Date with sales trends for better services and achievement of sales.

4. Worked as a **Customer Co-Ordinator** and Client Handling by Face-to-Face interaction on Outlet in **NUGABEST** from April 2019 to February 2021.

Key Responsibilities:

- Welcoming Customer into the Store
- Staying Knowledgeable about our range of Skin Products.
- Explaining to Customers the best products accordingly their needs.
- Explaining the benefits and functions of products, method of preparation and how to use them to achieve the best results.
- Accepting and processing orders, operate the POS register and resolve return issues.
- Promoting special Sales, Offers and awareness of store loyalty program.

PROFESSIONAL QUALIFICATION AND ACHIEVEMENTS:

- Computer Basic knowledge, passed the Diploma Course in Information Technology Application with Grade – B in the year of 2013 for a year.
- N.C.C Passed the certification “B” Exam. held on 2013, Grading – “A” in certificate “B” attended the National Integration Camp and Achieve Gold Medal in Solo Dance in the year of 2013.
- Certificate of Merit for participating in Firing Competition in the year of 2013.
- Completed certificate course in Human Rights from Basanti Devi College, Kolkata – 700029.
- Dance, Prarambhik Park – 2, passed Bharat Nattiyam and got 1St Division & Distinction in practical.
- Certificate of Merit from Lalit Kala Kendra, passed the standard Kala Paradarshi 1st year in Fine Arts (Painting) and Chitra Kala Paradarshi in the year of 2017.
- **Computer Knowledge:** MS WORD, MS EXCEL, POWER POINT, PAINT. WINDOWS XP to 10 Certified

SKILLS:

- The ability and desire to sell with Positive, Confident and Determine approach.
- Effective Communication.
- Relationship Building.
- Team Work
- Handling work pressure.

DECLARATION:

I hereby declare that the facts given above are genuine to the best of my knowledge.

Date :

Place :

Signature