

SHANTA GURUNG

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PROFESSIONAL SUMMARY

Results-driven Sales Associate & Luxury Retail Specialist with a proven track record of driving revenue growth, elevating customer experiences, and consistently surpassing sales targets within high-end fashion and luxury retail environments. Expert in client relationship management, personalized styling, and strategic up-selling to ensure exceptional customer satisfaction and long-term loyalty. Proficient in CRM systems, team coordination, and executing sales strategies that contribute to sustained business success and brand excellence.

OBJECTIVE

To secure a position in sales where I can apply my extensive background in customer engagement, product knowledge, and sales strategy. With a strong passion for delivering exceptional service and a proven ability to build lasting client relationships, I aim to contribute to the company's revenue growth, brand reputation, and customer satisfaction. Eager to bring my skills, experience, and dedication to a dynamic and results-driven sales team.

PROFESSIONAL EXPERIENCE

STORE MANAGER AT DUMARQUES LLC ABU DHABI, UAE

DURATION : Feb 2021- TIL NOW

Brand (The Editors Market) is a clothing Brand Store from Singapore, primarily targeting women.

Key Responsibilities

- Managed and supervised all store operations, establishing efficient opening and closing routines to ensure smooth daily functioning and maximize profitability.
- Executed comprehensive human resource responsibilities, including recruiting, hiring, training, processes; managed staff schedules, delegated tasks, and set sales targets with performance evaluations based on key metrics.
- Oversaw financial administration, consistently meeting monthly, quarterly, and annual sales goals; managed budgeting and payroll processing in strict accordance with company policies.
- Controlled inventory management by conducting regular stock counts, ensuring adequate stock levels, and implementing seasonal rotations aligned with promotions and sales events.
- Maintained exceptional customer service standards by defining staff performance criteria, enforcing security and safety protocols, and developing emergency response and lockdown procedures; ensured full compliance with health and safety regulations.
- Led loss prevention initiatives through stringent security measures and monitoring; performed regular audits of inventory and documentation, and managed the proper handling of damaged or broken merchandise.

SENIOR SALES ASSOCIATE AT APPAREL LLC ,ABU DHABI ,UAE Aug 2014 - Sep 2019

Garage: A Leading Canadian Fashion Brand Specializing in Trendy Clothing for Young Women"

Key Responsibilities

- Delivered exceptional customer service to drive sales and ensure client satisfaction.

- Mentored and trained junior staff to enhance team performance and product knowledge.
- Achieved and exceeded individual and store sales targets through effective upselling techniques.
- Supported daily store operations, including opening/closing, cash handling, and POS transactions.
- Maintained high visual merchandising standards in alignment with brand guidelines.
- Resolved customer complaints promptly to ensure a positive shopping experience.
- Monitored inventory levels and assisted with stock replenishment and organization.
- Collaborated with management on promotions, seasonal campaigns, and sales strategies.
- Ensured compliance with company policies, procedures, and health & safety regulations.
- Fostered a team-oriented environment focused on achieving store goals and KPIs.

SENIOR SALES ASSOCIATE AT APPAREL LLC,ABU DHABI, UAE (CHARLES & KEITH)
NOV 2019 - DEC 2020

Key Responsibilities

- Support the sales team in retail market activities.
- Assemble and arrange merchandise and promotional displays according to company standards.
- Respond to customer inquiries, ensuring satisfaction and effectively handling feedback and complaints.
- Monitor product displays to prevent shortages; report on product movement including fast, slow, and non-moving items to the supervisor.
- Prepare and submit detailed daily sales reports promptly to the sales manager.
- Assist with inventory checks following company protocols.

KEY SKILLS

- Retail Management • Professional and diplomatic • Team-oriented • Multi Task • Sales Skills
- Problem-solver with adaptable mindset • Computer proficient • Verbal and written Communication

TECHNICAL EDUCATION & TRAINING

- CSP (Customer service proposition) • ORPOS (Oracle Point of Sale)
- SIM (Stock Inventory Management) • Basic Computer Course,(Word, Excel, Power Point)

EDUCATION : Intermediate From Radhika Higher Secondary School

PERSONAL DETAILS

Gender:Female

Marital Staus :Married

Languages :English,Hindi, Nepali

Visa Status :Employment