

INDRANIE GOBERDHAN

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PROFESSIONAL SUMMARY

Seasoned Store Manager specializing in management of retail locations. Polished professional skilled at training employees on exceptional customer service etiquette and sales techniques. Gifted in overseeing all facets of customer-facing and back-end operations.

WORK HISTORY

Store Manager. Corona, NY
Walgreens | 09/2020 - Current

- Managed daily operations to ensure smooth functioning of the store, maintaining a clean, safe environment for customers and employees.
- Managed inventory control, cash control, and store opening and closing procedures.
- Addressed customer complaints promptly and professionally, resolving issues to maintain positive relationships with clientele.
- Managed store employees successfully in a fast-paced environment through proactive communication and positive feedback.
- Assisted with hiring, training and mentoring new staff members.
- Improved customer satisfaction through staff training in customer service and product knowledge.
- Mentored new hires during their onboarding process, ensuring they were well-equipped to excel in their roles from day one.
- Rotated merchandise and displays to feature new products and promotions.
- Maximized sales by creating innovative visual merchandising displays and store layouts.
- Conducted regular performance reviews for staff members, providing constructive feedback and opportunities for growth.
- Approved regular payroll submissions for employees.
- Set effective store schedules based on forecasted customer levels, individual employee knowledge, and service requirements.
- Managed financial aspects of store operations, including budget planning, expense tracking, and accurate record-keeping to maintain fiscal responsibility.
- I oversaw loss prevention efforts, minimizing shrinkage by implementing effective security measures and training staff on proper procedures.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.
- Interacted well with customers to build connections and nurture relationships.

SKILLS

- Money Handling
- Customer Relations
- Team motivation
- Product and service knowledge
- Staff Supervision
- Staff Training and Development
- Task Delegation
- Staff Management
- Workload Management
- Retail Operations
- Employee Scheduling
- Operations Management
- Marketing knowledge
- Recruiting and interviewing
- Customer Relationship Management (CRM)
- Customer rapport
- Sales Strategies
- Sales Growth
- Store maintenance
- Accurate money handling
- Shift Scheduling
- Goal Setting
- Detail Oriented
- Promotional planning
- Shrinkage Control
- Incident Reporting
- Recruitment and hiring
- Budget Administration
- Financial Oversight
- POS Systems
- Bank and Safe Deposits

EDUCATION

York College
Jamaica, NY
Expected in 09/2027
Bachelor of Arts: Finance

- Monitored daily cash discrepancies, inventory shrinkage, and drive-off.
- Assisted in recruiting, hiring, and training team members.
- Managed purchasing, sales, marketing, and customer account operations efficiently.
- Supervised the creation of exciting merchandise displays to catch the attention of store customers.
- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
- Maintained a clean and organized store appearance to enhance the overall shopping experience for customers.
- Completed routine store inventories.
- Managed inventory control processes to restore back stock, control costs, and maintain sales floor levels to meet customer needs.
- Reduced budgetary expenditures by effectively negotiating contracts for more advantageous terms.

Southern New Hampshire University

Hooksett, NH

Expected in 09/2024

Bachelor of Science: Accounting

Assistant Manager. Woodhaven
Walgreens | 06/2018 - 09/2020

- Supervised day-to-day operations to meet performance, quality and service expectations
- Maintained a clean, safe, and organized store environment to enhance the customer experience
- Developed strong working relationships with staff, fostering a positive work environment
- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies
- Oversaw daily cash reconciliations, ensuring accurate financial reporting and minimizing discrepancies
- Improved customer satisfaction by addressing and resolving complaints promptly
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs
- Helped with planning schedules and delegating assignments to meet coverage and service demands
- Managed inventory levels to minimize stockouts while reducing overhead costs
- Mentored junior staff members in their professional development by offering guidance/support in their assigned roles
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service
- Assisted in recruiting, interviewing, hiring, and onboarding of new employees to maintain adequate staffing levels.

Assistant Manager. Rego Park
Rite Aid | 10/2016 - 06/2018

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Shift Supervisor. Rego Park

Rite Aid | 10/2014 - 09/2016

- Trained new employees and delegated daily tasks and responsibilities
- Completed store opening and closing procedures and balanced tills
- Managed cash handling procedures, maintaining accuracy in financial transactions and minimizing discrepancies in daily reconciliations
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction
- Responded to and resolved customer questions and concerns
- Helped store management meet standards of service and quality in daily operations
- Ensured smooth operations during peak hours by effectively managing resources and staff allocation
- Enforced company policies and regulations with employees.