

Priya Sharma

Trainee Store Manager

Retail Management graduate from Nottingham Trent University with a **2:1 degree (63% average)** and over **2 years of part time retail experience**. Promoted to Senior Sales Advisor at a high street retailer after consistently exceeding sales targets by **15% or more**. Supervised a team of **6 part time staff** during weekend shifts and contributed to a **12% reduction in stock shrinkage** through improved inventory controls. Committed to building a career in retail operations and store leadership.

SKILLS

Team Supervision and Delegation • Visual Merchandising • Stock Management and Inventory Control • Cash Handling and POS Systems • Customer Service Excellence • Sales Target Achievement • Rota Planning • Loss Prevention • Microsoft Excel and Word • Conflict Resolution • Time Management Under Pressure • Health and Safety Compliance

LANGUAGES

English – Native • Hindi – Conversational

EXPERIENCE

Senior Sales Advisor, Next, Nottingham

Jun 2024 – Sep 2025

Promoted from Sales Advisor after 8 months. Took on supervisory duties including team leadership during weekend and evening shifts.

- Supervised a team of **6 part time sales advisors** across weekend and late shifts, managing rota queries and performance issues
- Exceeded personal sales targets by an average of **18% each month**, ranking in the **top 3 out of 22 advisors** in the store for 6 consecutive months
- Led the implementation of a new fitting room management process that reduced customer wait times from **8 minutes to under 4 minutes**
- Assisted the store manager with **3 seasonal floor resets** including Back to School, Christmas, and Spring/Summer, completing each within the allocated **48 hour window**

Sales Advisor (Part-Time), Next, Nottingham

Oct 2023 – May 2024

Worked 16 hours per week alongside university studies, providing customer service on the shop floor and at the tills.

- Processed an average of **95 transactions per shift** with a **99.2% accuracy rate** on cash handling
- Achieved a **92% customer satisfaction score** based on mystery shopper feedback, the highest in the team for Q1 2024
- Assisted with stock replenishment during **2 major sale events**, processing over **800 units of marked down stock** in a single shift

EDUCATION

BA (Hons) Retail Management in Retail Management, Nottingham Trent University, Nottingham

Sep 2022 – Jul 2025

Graduated with Upper Second Class Honours (**63% average**). Dissertation on the impact of self-checkout technology on customer satisfaction in UK grocery retail, graded **65%**.

- Relevant modules: Retail Operations, Supply Chain Management, Consumer Psychology, Visual Merchandising, Retail Analytics, Leadership and People Management
- Completed a **live retail consultancy project** for Boots, presenting stock optimisation recommendations to a panel of Boots regional managers

CERTIFICATIONS

Level 2 Food Safety and Hygiene, Highfield Qualifications

Mar 2024 – Mar 2024

First Aid at Work (3 Day), St John Ambulance

Jan 2025 – Jan 2025

PROJECTS

Vice President – NTU Retail and Enterprise Society

Sep 2024 – Jun 2025

Helped lead the university's retail and enterprise society, organising industry visits and networking events.

- Coordinated **4 store visits** to regional distribution centres and flagship stores including John Lewis Nottingham and the Primark distribution hub in East Midlands
- Organised a **Retail Careers Panel** with managers from M&S, Boots, and ASOS, attended by **55 students**
- Managed the society's Instagram account, growing followers from **180 to 420** over the academic year

Retail Consultancy Project for Boots

Jan 2025 – Apr 2025

Worked in a team of **5 students** on a live brief from Boots to analyse stock allocation efficiency in Nottingham stores.

- Analysed sales and wastage data across **3 Boots stores** covering a 6 month period
- Identified that **£14,000 of seasonal stock** could have been reallocated earlier based on sales velocity data
- Presented findings and recommendations to a panel of **4 Boots regional managers**, receiving a grade of **72%**

REFERENCES

David Walters, Store Manager, Next, david.walters@next.co.uk, +44 7700 900 617

EXTRA CURRICULAR ACTIVITY

Student Ambassador – Nottingham Trent University

Sep 2023 – Jun 2025

Represented the university at open days, applicant visit days, and outreach events in local schools.

- Led campus tours for over **300 prospective students and families** across **12 open day events**
- Presented at **4 school assemblies** in Nottinghamshire to encourage applications from underrepresented backgrounds

Volunteer – Nottingham Food Bank

Jan 2024 – Jun 2025

Volunteered weekly at a Trussell Trust food bank, sorting donations and packing parcels.

- Sorted and packed an average of **40 food parcels per shift** during peak demand periods
- Trained **5 new volunteers** on warehouse procedures and stock rotation protocols

NTU Women's Netball Club – 2nd Team

Sep 2022 – Jun 2025

Played centre for the university's 2nd team in the BUCS Midlands League.

- Competed in **24 league matches** over 3 seasons, contributing to a **league promotion** in the 2024/25 season