

CORE COMPETENCIES

Retail Operations: KPI Management (SPH/ATV), Visual Merchandising, Duty Management
Customer Experience: Service Excellence, Visitor Journey Mapping, Brand Standards, Service Recovery
Operational Leadership: Large-scale Team Management, Workforce Planning, HR Operations
Compliance & Training: SafetyCulture Auditing, Learning & Development, Onboarding, Assessment & Interviews

EXPERIENCE

- **Warner Bros. Discovery - Warner Bros. Studio Tour London** London, United Kingdom
Retail Team Leader (Visitor Experience Merchandise) Mar. 2024 – Jan. 2026
 - **Commercial KPI Leadership:** Lead a team of **120+ associates**. Contributed to achieving the **highest weekly sales in Studio Tour history - £1.03 million** (w/c 26th Oct), helping Retail surpass £1 mil in weekly revenue twice in one year (2025) for the first time ever. Drove major KPI improvements, including raising **SPH from £18.65 to £20.53, ATV to £36.46, and conversion to 56.3%**, through strategic staff deployment, stock availability, and customer-flow management.
 - **Operational Excellence:** Maintained full floor availability across 3 shops across the Tour and minimal queue times during the busiest week of the year, directly contributing to a **2.69% rise in conversion**.
 - **Team Leadership & Recognition:** Awarded **Team Leader of the Month (Stellar Award, April 2025)** for outstanding leadership, reliability, and contribution to WBD's "Act as One Team" principle.
 - **Training & Staff Development:** Conduct daily briefings, deliver structured onboarding, and train new starters on updated operational and service procedures to ensure consistent commercial and service performance.
 - **Merchandising Excellence:** Execute premium visual merchandising and brand presentation standards using Aptos; ensure accurate stock density, replenishment, product adjacencies, and seasonal layouts.
 - **Personalisation Lead Specialist:** Oversaw the end-to-end operation of the on-site Personalised Merchandise offerings — overseeing staff training to maintain premium product quality, optimise workflow, and meet visitor demands. Ensured compliance, accuracy, and consistency to enhance and support wider commercial objectives.
 - **Compliance & Audit Management:** Conduct regular service, safety, and standards audits using SafetyCulture to maintain high levels of operational compliance and visitor experience.
 - **Workforce Planning:** Prepare and create daily deployment plans in Excel, aligning staff strengths to visitor patterns and commercial opportunities. Also managed daily deployment plans for all Team Leaders.
 - **Duty Management:** Serve as Retail Duty Manager on a rotating schedule (weekends, evenings, holidays) overseeing end-to-end store operations, visitor experience, and commercial outcomes.
 - **HR & Performance Management:** Manage HR functions including performance reviews through 1-2-1 discussions, lateness and absence meetings, welfare checks with the use of documented discussions.
 - -: *Associate (Visitor Experience)* Mar. 2024 – Aug. 2024
 - **Award Recognition:** Received **Star of the Month (Stellar Award, May 2024)** for embodying WBD's "Act as One Team" value.
- **Infosys Limited** Bangalore, India
Senior Systems Engineer (Learning & Development) Nov. 2019 – Aug. 2022
 - **Training:** Trained employees and clients in UI development (HTML, CSS, Angular, Bootstrap), delivering 1000+ instructional hours.
 - **Content Creation:** Developed assessments and training materials for LeX Learning Platform, supporting organisation-wide learning.
 - **Technical Projects:** Supported dashboard application development, receiving the Insta Award for contribution and mentorship.
 - -: *Systems Engineer (Learning & Development)* Nov. 2019 – Feb. 2021

EDUCATION

- **University of Greenwich** London, United Kingdom
MA in Web Design and Content Planning; Grade: Distinction (First Class Honours) Sept. 2022 – Oct. 2023
- **SRM Institute of Science and Technology** Chennai, India
B.Tech in Computer Science and Engineering; Grade: First Class with Distinction July. 2015 – May. 2019
- **University of California, Davis** Davis, California, United States
Global Study Program (Semester Abroad Program); Computer Science Sept. 2017 – Jan. 2018