
MAGESWARY RATNASAMY

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PROFESSIONAL SUMMARY

Senior Buyer with over 13 years of progressive retail experience. Well-versed in planning and executing daily and special inventory buys. Proficient in purchasing and procurement environments. Expert at supporting businesses with high-quality, reliable goods delivered on consistent schedule.

SKILLS

- Administrative experience
- Competitive Sourcing
- Sales
- Market Analysis
- Budgeting
- Inventory Control
- Invoicing
- Purchasing
- Vendor Relations
- Sales Goals
- Sales Trend Analysis
- Procurement
- Key Performance Indicators (KPIs)

WORK HISTORY

Admin Officer, 04/2013 to 08/2013

Thye Hua Kwan – Tanjong Pagar, Singapore

- Monitored and updated employee database and managed scheduling for team.
- Interpreted management directives to define and document administrative staff processes.
- Standardized office structures and processes to promote collaboration and increased performance.
- Coached employees through day-to-day work and complex problems.
- Managed team petty cash, purchase orders and account transactions.
- Managed daily payment processing and drafted related financial documents.
- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.
- Administered yearly budget to manage office requirements such as service contracts, postage costs and supply replenishment.
- Processed purchase orders, service contracts and financial reports.
- Screened and transferred incoming calls, took down messages and transmitted information and documents to internal personnel.
- Improved operations through schedule management of board meetings, travel itineraries and agenda plans.
- Aided colleagues, managers and customers through regular communication and assistance.

Retail Admin Executive, 01/2013 to 03/2013

Timberland (Singapore) Pte Ltd – Singapore, Singapore

- Update invoice details in SAP system for payment purposes
- Assist the management and stores with their store opening
- Taking minutes during the merchandising conference call every week with the rest of the regions
- Prepare PowerPoint slides for management's meeting and merchandising presentations
- Used Microsoft Word and other software tools to create documents and other communications.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Collaborated with merchandising department to achieve sales.

Admin Executive, 07/2011 to 12/2012

Asian Women's Welfare Association – Singapore, Singapore

- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Maintained protocol throughout routine work days and special events.
- Planned and executed events for employees and clients and managed logistics and vendor relations.
- Collected data, input records and protected electronic files.
- Produced highly accurate internal and external letters and memoranda.
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Answered high volume of phone calls and email inquiries.
- Worked with senior management to initiate new projects and assist in various processes.
- Filed paperwork and organized computer-based information.
- Screened personal and business calls and directed to appropriate party.
- Handled logistics, catering, agendas and travel arrangements for meeting and event planning for board of directors, president and executive vice president.
- Executed basic banking and bookkeeping tasks.
- Greeted arriving visitors, determined nature and purpose of visit and directed individuals to appropriate destinations.

Brand Executive, 02/2010 to 07/2011

RSH (Singapore) Pte Ltd – Singapore, Singapore

- Assist Brand manager to create item code, maintain cost and retail in AS400 system, do distribution / allocation list for respective stores
- Meet wholesale vendors and discuss on the buy for respective new seasons based on OTB - To work with warehouse to deliver more stocks to stores whenever they are low in stocks
- Assist with the set-up and set-down of warehouse sales twice a year and as and when there's an event

- Create purchase orders for finished goods and work with the vendors to ship them on time
- Handle customer's complaints, requests and feedback
- Planned, implemented and tracked sales and marketing strategies to promote brand products.
- Conceptualized brand identity and developed unique accompanying graphic style and tone for use in communications.
- Compiled product, market and customer data to generate informed sales and profit projections.
- Cooperated and worked closely with communications team to develop marketing strategies to boost brand awareness.
- Motivated team members to continuous improvement in promoting and selling target products.
- Oversaw product planning and demand management on monthly basis in order to maintain adequate product levels.
- Prepared and administered annual budget.
- Organized and delivered training sessions for new product content and technological advancements.
- Informed supervisors and company leaders on markets and regional sales needs to best meet customer needs and maximize revenue.
- Created documentation outlining research findings for use by project managers, customers and other marketing staff to make accurate decisions about future plans.
- Completed in-depth reviews of market conditions and customer preferences for Sporting goods product.

Assistant Buyer, 08/2009 to 02/2010

Watson's Personal Care Stores Pte Ltd – Singapore, Singapore

- Guaranteed timely delivery of merchandise through consistent communication with distribution centers and vendors.
- Analyzed sales data and conducted competitor research to efficiently order merchandise according to sales trends.
- Met with suppliers to assess changes and determine proper courses of action.
- Managed vendor purchase order dispatch, delivery and invoicing to set contractual guidelines and maintain budgetary regulations.
- Negotiated prices, discount terms and transportation arrangements for merchandise.
- Implemented consolidations and markdowns to promote higher gross margins.
- Processed, reviewed and tracked replenishment orders using SAP system.
- Researched and evaluated market trends through online sources, customer feedback and competitor shopping.
- Maintained complete documentation and records of all purchasing activities.
- Collaborated with buyers for special events and seasonal promotions to maintain adequate product stock and drive sales.
- Negotiated policies and contracts with vendors to achieve optimal pricing and consistent availability.
- Tracked inventory shipments and prepared spreadsheets detailing item information.

- Computed and created purchase orders to monitor stock levels, verify purchase requisitions and expedite customer orders.
- Generated reports detailing sales trends and store performances.
- Forecasted purchasing trends and improved merchandising strategies.
- Reviewed proposals, qualified vendors and recommended optimal suppliers.
- Conferred with sales and purchasing to match customer preferences.

Merchandise Associate, 09/2005 to 10/2008

DFS Venture S'pore Pte Ltd – Singapore, Singapore

- Managed order availability by keeping detailed records of fine jewelries and watches inventory.
- Completed inventory accounts to keep records current and promote accurate ordering.
- Volunteered to assist with projects, demonstrating willingness to learn new tasks and increase skill levels.
- Planned and coordinated product availability for advertising and promotion purposes.
- Tracked and recapped key item performance.
- Organized on-site trainings to educate management and sales staff on benefits and care of product lines.
- Monitored and analyzed sales records and consumer purchasing trends.
- Set and recommended mark-up rates, mark-down rates and selling prices for merchandise.
- Verified products appeared at correct locations in proper quantities.
- Established strong vendor relationships to maintain and support business.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Conferred with store managers to obtain information about customer needs and preferences.
- Monitored inventory levels and kept adequate stock in product displays on sales floor.
- Answered customer questions regarding store merchandise, department information and pricing.
- Educated employees on new merchandise during seasonal workshops.
- Prepared interesting and innovative visual displays to grab customer interest and promote sales.
- Assembled quarter and full-size point of purchase promotional displays.
- Completed seasonal windows, dressed mannequins and arranged in-store displays to showcase available products.

Buying Assistant, 07/2000 to 09/2005

Watson's Personal Care Stores Pte Ltd – Singapore, Singapore

- Input data into system and recorded order updates with 100% accuracy.
- Performed yearly store audits in collaboration with managers, designers and sales associates to provide feedback.
- Made valuable contributions to planning of promotions, pricing and inventory levels, enhancing inventory flow, revenue and profits.
- Conducted research, gathered information from multiple sources and presented results.
- Handled calls per day to address customer inquiries and concerns.

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- Implemented consolidations and markdowns to promote higher gross margins.
- Processed, reviewed and tracked replenishment orders using SAP.
- Researched and evaluated market trends through online sources, customer feedback and competitor shopping.
- Maintained complete documentation and records of all purchasing activities.
- Oversaw and streamlined daily operations of purchasing department to maximize productivity and revenue.
- Collaborated with buyers for special events and seasonal promotions to maintain adequate product stock and drive sales.
- Negotiated policies and contracts with vendors to achieve optimal pricing and consistent availability.

Retail Sales Assistant, 09/1998 to 07/2000

Watson's Personal Stores Pte Ltd – Singapore, Singapore

- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Helped customers complete purchases, locate items and join reward programs.
- Used POS system to process sales, returns, online orders and gift card activations.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Informed customers of current store promotions to encourage additional sales purchases.
- Trained new associates on cash register operations, conducting customer transactions and balancing drawer.
- Opened and closed store independently and prepared nightly bank drop for manager.
- Logged reports, expenses, receipts and sales documents into digital database.
- Supported efficient and timely replenishment of sales floor merchandise.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Maintained clean sales floor and straightened and faced merchandise.
- Supported loss prevention goals by monitoring shopper behavior.
- Folded and arranged merchandise in attractive displays to drive sales.

EDUCATION

Diploma: Business Studies/Administration/Management, 07/2010

PSB ACADEMY - Singapore