

Ramya Chandhok

Markham, ON L6B0S5 | +1 647 569 6081 | ramyachandhok@gmail.com

Dedicated and detail-oriented retail professional with a strong foundation in operations, visual merchandising, and creative presentation. Combines organizational excellence with a passion for beauty, design, and delivering elevated client experiences. Recognized for maintaining high brand standards and bringing a creative eye to every aspect of the retail environment.

Work Experience

Assistant Manager

Watch Station International | Vaughan Mills, ON

September 2025 to Present

- Led daily store operations including opening/closing procedures, cash management, and inventory control to ensure smooth and efficient store performance.
- Drove sales growth by coaching associates on product knowledge, client outreach, and luxury watch brand storytelling to exceed monthly targets.
- Supported team development by training new hires, providing performance feedback, and motivating staff to deliver exceptional customer service.
- Managed visual merchandising and store presentation to maintain brand standards and create an engaging luxury retail experience.
- Oversaw scheduling and task execution, aligning team coverage with peak traffic and business needs

Operations Lead

Sephora | Toronto, ON

January 2023 to August 2025

- Supported daily store operations by ensuring visual standards, stock levels, and back-of-house organization aligned with Sephora's brand and client experience expectations.
- Streamlined inventory and shipment processes, collaborating with the operations and leadership teams to maintain accurate product flow and reduce discrepancies.
- Trained and coached team members on operational procedures, merchandising standards, and safety protocols to enhance efficiency and uphold Sephora's excellence in client service.

Key Holder

Fossil Group, Inc | Markham, ON

January 2022 to August 2023

- Directed daily operations of a retail store, overseeing a team of 20 employees and ensuring exceptional customer service.
- Implemented sales strategies that consistently exceeded monthly revenue
- Trained, coached, and mentored staff on product knowledge, sales techniques, and customer service standards, resulting in a highly motivated and knowledgeable team.
- Analyzed sales data and KPIs to assess performance trends, identify opportunities for improvement, and make data-driven decisions
- Handled administrative tasks including payroll, scheduling, and performance evaluations to foster a positive work environment and employee growth.

Education

Graphic Design (College diploma)

Seneca | North York, ON
May 2025 to Present

Digital Marketing (College diploma)

George Brown | Toronto, ON
June 2023 to May 2025

Fine Arts, illustration (Bachelor's Degree)

OCAD University | Toronto, ON
September 2018 to April 2023