

Carrer Summary

Successful track record of leading & running an efficient and profitable operation with more than 5 years+ experience, known for the ability to envision and create successful outcomes in complex situations and achieve the exceptional results in highly competitive environments that demands continuous improvements.

Key Skills:

- Responsible for supervising operations of 7 stores and leading a team of 20.
- Participating in new project meetings & share the new work information with all the team members.
- Conferring with team members to discuss issues, coordinate activities or resolve problems to facilitate execution excellence.
- Contributing towards development of talent for the department by providing direct reports with adequate exposure and growth opportunities.
- Built solid track record of success leading startups, turnarounds and rapidly growing companies.
- Working with clients on day-to-day basis to solve issues in the infrastructure environment.
- Leading the training and development team.
- Knowledge about Office Package: Microsoft Word, Microsoft Excel, Microsoft PowerPoint.

Work Experience:

Working with Ratanlal C. Bafna Jewellers, Jalgaon Head Office from Dec 2015 as Sales Executive & Manager – Retail Operations.

Role Manager – Retail Operations: (July – 2023 to till date)

- Overseeing daily store operations and ensuring that customer service standards are consistently met.
- Recruiting, training, and managing retail staff, including conducting performance appraisals and providing professional development opportunities
- Managing inventory levels and supply chain logistics to optimize stock availability and minimize losses.
- Developing and implementing operational policies and procedures to improve efficiency and ensure store compliance with company standards and regulations.
- Analysing sales figures, market trends, and financial reports to inform strategic planning and decision-making.

- Collaborating with marketing teams to execute promotional campaigns and events that drive footfall and increase customer engagement.
- Coordinating with HR to ensure staff compliance with health and safety regulations.
- Staying abreast of new industry technologies, retail trends, and best practices to continuously improve store operations.
- Monitoring and authenticating returns, exchange, and voids.
- Assisting with the development and implementation of service policies, and explaining these to staff and customers.
- Maintaining documentation pertaining to customer service department activities.

Previously working with Malabar Gold & Diamonds from Jan 2023 to July 2023 as Assistant Manager – Sales & Service.

Achievements:

- Created & developed a very strong Customer - base includes both Exclusive and customized.
- Efficiently managing inventory of 7 stores by improving inventory turn and expanding gross.
- Successfully set up 3 branches operations in Pune, Kolhapur and Jalgaon branch.
- Solved customer service-related issues of 7 branches of R C Bafna Jewellers.
- Participation in Gold Exhibition all over in Maharashtra and Madhya Pradesh.

Abilities:

- Quick Learner with good communication and written skills.
- Able to build strong working relationships with co-workers.
- Strong analytical skills along-with presence of mind.
- Strong organizational and interpersonal skills are combined with a commitment to contribute towards an efficient work environment.

Professional Certification Course:

Successfully Completed HR Practical Training from SSIM (Finishing School)

- Payroll (Salary & Attendance)
- Recruitment & Selection
- Joining Formalities
- Induction
- Training & Development
- Full & Final Settlement
- Appraisal
- Leave Management
- Management Information System (MIS)
- Employee Relations

- CSR
- Leave Management
- Record Keeping
- Grooming Management.

Education:

March 2013	Secondary School Certification (SSC)	NES Jamner
Feb 2015	Higher Secondary Certification (HSC)	KRN Jamner
July 2020	Bachelor of Arts (B.A)	YCMOU Nasik
Aug 2023	Master in Business Administration (MBA)	NMU Jalgaon

Personal Information:

Date of Birth:	17 th November 1997
Gender:	Male
Nationality:	Indian
Interest:	Listening to music, Reading technology articles.

Notice Period : 30 Days

pDate: 29th July 2024

Gajanan Shalik Patil