

NAMDEV KATKAR

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PROFESSIONAL SYNOPSIS

➤ Presently associated with **VAN HEUSEV AS A STORE MANAGER.**

Duration: OCT 2023 TO PRESENT

Brand:- COLOR PLUS

Designation: SR.CCA

Duration: 2016-2018

- Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction with product and service norms.
- Recognized for professionalism, positive mental attitude and commitment to excellence; demonstrated ability to communicate & interact effectively with senior management, associates, and customers.
- An effective communicator with excellent supply chain management skills, relationship building and interpersonal skills.
- Leading a team to deliver exceptional customer service in a fast paced and constantly changing retail environment. Ensuring the store operational at all times and that high range of clothes displayed meets the customer's needs.

Other Administrative Responsibilities

- Checking Stock replenishment.
- Ensure cleanliness of the Store.
- Giving feedback to the management.
- Maintaining files for all bills & documents.
- Ensure that the daily cash deposit on time.
- Ensure that the Store Open & Close on time.
- Ensure that the staff reports on time in the Store.
- Ensure that the staff is dressed up & is well groomed.
- Checking lighting, music, visual & window display & air condition.

Brand:- VAN HEUSEV (EBO)

Designation: SR.CCA/ASM

Duration: 2018-2024

Responsibilities:

Store Operations:

- Ensuring High Standards of Customer Service.
- Ensuring Silent Selling through Effective Visual Merchandising
- Achieving Store Targets set by the Management and Maximizing Sale.
- To ensure implementation of all activities related to product, new launches, advertisement & promotion campaigns, loyalty programs, and special schemes being advised by H.O. from time to time.
- Ensuring effective control on stock losses and implementing effective stock audits.
- Ensure that sufficient inventory is available at the store to avoid being "out of stock".

Customer Relationship Management

- To ensure that the correct information should pass on to the customers.

- Handling shop-floor interaction with customers for effective resolution of grievances and obtaining feedback.
- ensuring that customer relationship development is with the objective of business building and creating brand loyalty
- Maximizing customer satisfaction matrices by providing pre & post sale assistance and achieving delivery & quality norms.

Visual Merchandizing in Retail Operations

- Responsible for all branding & visual merchandise set up at the store.
- Managing point of Purchase Display Units, Window Displays and Packaging.
- Conceptualizations and design of specific requirements of Display Units, Props, Signage or any other VM Display Aid.
- Managing and planning of merchandising on the basis of planograms and execution of these marketing events for increasing sales drive.

Report Making:

- Report to be send to the HO to the respective division.
- Ensure that all reporting (written and verbal) are submitted as per defined timeline and formats.
- Weekly, Monthly reports related to Sales, Stock position, staffing , best sellers, slow sellers etc. are generated and providing to the concerned department on timely basis.

Inventory Management

- Stock taking physically to be done.
- Ensuring effective control on stock losses and implementing effective stock audits.
- Ensure that sufficient inventory is available at the store to avoid being "out of stock".
- Prepare and submit monthly report to Accounting of outdated and obsolete inventory items.

Sales Planning and Target Achievement:

- Key responsibility of a Store Manager is Sales Planning and Target Achievement which includes KPI's Analysis and also Competitor Sales Mapping.
- Contributed towards generating new business which includes revenue generation from various Corporate for Institutional Orders.

Team Management

- Following the SOP of the company as per norm.
- Leading, training & monitoring the performance of team members to ensure efficiency in operations and meeting of individual & group targets.

Training and Development:

- Have conducted various Induction Trainings of new Sales Staff
- Been part of Recruitment Team for New Sales Staff.
- Conducted Periodical Training Sessions for Sales Staff

HIGHLIGHTS

- Won a trophy of "**Employee of the Moth**" & certificate from Business Manager for highest sales contributor at Color Plus
- Won trophy and certificate for Visual Merchandiser from vanheusen west region

EDUCATION QULIFICATION

Degree	College/School	University/ Board	Passing Year	Percentage
B.com	BAMU University Aurangabad	Aurangabad	2015	62.80
H.S.C	DKM Vihamandava Aurangabad	Aurangabad	2012	53.50
S.S.C	Navgoav	Aurangabad	2010	81.27

PERSONAL PROFILE

Parmanent Address:**Present Address:** At.Tuljapur Ta. Paithan Dist. Sambhaji Nagar**Languages:** Marathi, Hindi,English.**Date of Birth:** 16 December, 1993.**Marital Status:** UnMarried

(Namdev Katkar)

