



ACCOMPLISHED .12 Years Retail STORE OPERATIONS Experience Professional (b.sc.agri. MBA from bangalore)

Ardent Retail Supply chain ops Manager with an impeccable career record, Leader full of accomplishments, with expertise in Retail Sales Operation, inventory management, Stock inward and delivery, & Revenue Generation enthusiastic to deliver greater value proposition to internal & external stakeholders and perform beyond expectations in all parameters.

Pursuing digital supply chain management from Purdue university

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## ACHIEVEMENTS

Received Award for highest private label Sales in Croma in 2021

Honored with 1st prize for achieving 122% sales in Fashion apparels (Big Bazar private brand in Nasik cluster)

Demonstrated Leadership, for highest Smile from Customers (Smile `receiving Customer appreciation Drive), Vodafone idea Ltd pan India

Significantly contributed in implementing best inventory expiry management practices Green, Red dot WALMART Program best fresh fruit and vegetable display .

Acknowledged in 'Big Bazar ka Bigboss' contest with 1st prize for achieving 186% sales in private label brand

Demonstrated excellence in achieving profitable store in six months

Best employee award for retail force work by CEO Raj Jain Bharti walmart

Consistent score in retail operation Audit (SOP score above 7.2)

## SKILLS



## WORK EXPERIENCE-

### Retail Store manager GIVA -pune laxmi road (July 2023-to present )

here i learned Omnichannel jewelry Retail basics & innovative ways of driving footfall to store for Business.

this included activities like ,tricycle advt , society visit , influencer visit , google review , whatsapp blast , balloon and voucher distribution,customer quiz .Top store in india in App download & 5.0 google review .

### Retail Store Manager Reliance jewel (RIL limited , pune july 2022 to Feb 2023 )

Here learned 4 C of diamonds and Serving luxury retail mall store ,Lead Store Team of Monthly 2 cr Target **Achievement and diamond contribution above 28% , with 16.7 Gross margin & positive EBITDA**

**done kitty party ,mehandi art exhibition ,society level btl activity , birthday celebration for Customer connect**

**Drived Store team for a unique ,Inventory management ,which resulted in Above GREEN pi score**

Daily category wise non availability feedback & use of IST enabled to increase Customer Loyalty .

#### • CROMA (INFINITI RETAIL LIMITED) HYPERMARKET (06/2019 - 01/2021,

- *Achievements/Tasks-*Managed the entire team of stores (50 direct reports) including, department managers, Audit, facility management team, meeting and exceeding monthly **y 3.25 cr sales and delivery plan, driving high unit** velocity and outstanding comps by ensuring an impeccably presented sales floor and outstanding customer experience. Coaching and mentoring the team in multiple retail skill-sets to elevate the store's performance.Drive retail excellence and brand consistency by conducting daily floor walk and monitored employee performance with Training Roaster. Ensured Store is compliant with company policy on security, risk , cash control employment, health and safety & brand standard Conducted Store daily floor walk, as per Store checklist

## Work EXPERIENCE

### COCO Manager company store ops

#### VODAFONE IDEA LIMITED

04 /2015 - 05 /2019.

#### Achievements/Tasks

- Managed a team towards meeting and exceeding all sales performance expectations while delivering an amazing experience for our customers and employees, all phases of store operations from staffing and training to operations and facilities with a maniacal focus on helping each sales representative in store achieve their selling potential.
- Monitored all aspects franchise stores business including achieving and exceeding sales objectives, recruiting and staffing, store presentation, marketing, and sales activities execution, inventory management, loss prevention, and store operations.
- Managed successful client network-building and ongoing customer service, addressing complex telecommunications and Internet operations concepts in a clear and straightforward manner to a wide range of customers contributed significantly to sales & revenue generation of the stores.
- Achieved or exceed all store sales and customer service & customer satisfaction expectations, positively contributing to a fun, friendly, competitive culture, effectively managed team leading by example & be a team player. Met store staffing requirements through the recruitment and retention of high-performing stores sales representatives and ensured all store personnel understands & follow company policies and procedures.
- Conducted weekly store meetings to increase sales through sales training and product knowledge. Effectively manage all controllable store expenses including but not limited to: staffing & scheduling, inventory, cash handling, facility maintenance, discounting, & asset protection.
- Utilized reports to identify training and performance gaps and then create and execute effective performance improvement plans, resolved customer issues. Delivered all store Operational, Customer Service, Training, & Sales & Marketing objectives on time.
- Delivered outstanding customer experience for guests and employees by creating a clean & organized store environment that exceeds both the company expectations. Maintained operations including but limited to inventory, daily paperwork, schedules, and loss prevention, conducted employee reviews, meetings, and trainings.

#### Area Manager

#### ZYDEX INDUSTRIES, Aurangabad

01/2015 - 05/2015.

- Managed collection, review, and analysis of data but can interpret, translate, and present on all various matters as needed, interpret information clearly and accurately to concisely communicate results and recommendations to stakeholders, senior management, and team members.

## Assistant Store Manager with BHARTI RETAIL LTD

### **Bharti retail ltd (walmart) Easyday Hypermarket Aurangabad**

(Apr'11 - Jun' 14) Achievements/Tasks

- Administered staff strength of 110 including team of 5 team leaders in 44,000 sq. ft. area
- Served as SPOC for overall store operations , achieved monthly business of 2.90 crores including ,Apperals , ,General merchandise department.
- While leading a staff of 110, was able to reduce turnover by instilling philosophy of leading by example which resulted in reducing manpower expenses. .

## ORGANIZATIONS

Departmental Manager- Operations with BIG BAZAAR (AT FUTURE GROUP), Jalgaon (Sep'10 – May'11)

### Store Manager with HARIYALI KISAN BAZAAR (DSCL GROUP),

Area Manager, VIBHA SEEDS LIMITED, Pune (May'06 – Feb'07)

Raver, Maharashtra as (Aug'07 – Aug'10)

Corporate Trainee with RALLIS INDIA LTD., Khargon Madhyapradesh (Nov'04 – May'06)

## EDUCATION

MBA/ PG-ABPM (Agri Business), 2004

B.Sc. (Agriculture), 2002

Indian Institute of Plantation Management, Bangalore

College of Agriculture, Parbhani

## LANGUAGES

English  
Native or Bilingual Proficiency

Hindi  
Native or Bilingual Proficiency

Marathi  
Native or Bilingual Proficiency

## INTERESTS

Reading Books

Music

Sports

Travelling