RESUME

AJAY BALIRAM GAIKWAD

MAHARASHTRA :- 431003

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**Career Objective**:

Having such a post would be challenging for my educational qualification & experience given. So that I can contribute to the growth of my company or organization and elaborate my skills.

**Strength:**

10+ years work experienced , worked with reputed brands, Reliability, communication, Organization, Motivational, Problem Solving, Flexibility, Teamwork, Delegation, Optimism, Bias, Empathy, Honesty, Hard work,

**Summery:**

Experienced and result oriented Store Manager with 8 years of Managerial experience in the retail environment. Motivated professionals with strengths in supervising employees and promoting optimal customer service. Adopt in employee relations, inventory organization and visual merchandising prepared, organized and trained in product knowledge and store regulations. Committed to creating an environment that is conducive to achieving increased sales and customer satisfaction.

**Academic Details:**

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| Degree/Course: MBA (Marketing) Institution: Dr. BAMU, Aurangabad Year of Passing:   2021 Percentage/Grade: 57% |
| Degree/Course: Graduation, BA Institution: Dr. BAMU, Aurangabad  Year of Passing:   2014 Percentage/Grade: 65% |

**Highlights**

* Marketing and Advertising
* Store or Office Management
* Employee Development
* Inventory Management
* Recruiting and Hiring
* Business Generation Development
* Vendor Negotiation
* Payroll Administration
* Book Keeping, Administration
* Operational Improvement
* Flexibility Schedule

**Role in the previous firm:**

The handling of store operation, Setting & Achieve the sale's objective. Develop, Communicate & Monitor sales plan to achieve the targets. Building customer experience, ticket size & footfall.

Ensure the floor is set as per the planogram. Ensure manpower availability at all times.

Ensure merchandise is stacked properly for customers at all times. Communicate, Maintain and replenish the visual merchandise plan. Inventory Management.

Provide feedback to the merchandiser. Team Management. Daily, Weekly & Monthly reports, and all documentation.

Identify training & Development needs of subordinates. Competition Survey. Shrinkage control.

**Field in Interests:**

In Retail and Administration

**Skills:**

Administration, Communication, Customer Service, Sales, Organization, Marketing & Advertising, Merchandising, Problem Solving , Time Management, Decision making, Sales Management , Visual Merchandising, Project Management, Inventory Control, Budget, Teamwork, Leadership Skills, People Management Skills, Business Orientation, Analytical Skills, Office Management, Marketing Strategy Development, Store Management

**Job Experience:**

**Fabindia Limited – As a Store Incharge, Prozone Mall, Aurangabad**

July 2023 to Till Date

* Store Operation:- Managed store front related services including repair and enhancement to improve the overall customer experience and operational activities.check all electrical components work properly.(POS and AC,Lights weighing machine)
* Administration:- Maintain and filed Store related document copy like Licenses, Lease agreement, Shop-act License, Labour License, Food License etc. Staff document file. Appraisal and promotion file. etc. Take cares of all company assets.
* KPI:- Track the all numbers (ABV,ABQ,ASP,CON,NOM) and achieve the budgets and individual targets. Maintain monthly and weekly Quantity Tracker for better understanding of sales direction. Update the weekly review on sale and budget to zonal manager.
* Inventory Management:- Inward and Outward the stock. Checking short and excess stock, arrange and update daily,weekly, monthly global count at store level. Monitored NOM stock level & inventory level to restock customer favourite and trending items increasing sales revenue.check and update on daily basis the Expiry, Near expiry, expired, damaged, faded stock. Doing stock movement in region for good stock flow.
* Resolved customer complaint with an overall success rate and fulfil customer order.
* Increase customer satisfaction and bottom-line, revenue by expanding product lines, offering special promotions and sales offer.
* KRA:- Scheduled trained and mentored all employees also using feedback to improve on boarding effectiveness.also arrange the training session for staff on store level and on-line also.
* Coordinate with RVM and Vendor for great look and feel of the store and updating weekly VM activity like store display VIBGYOR, weekly colour theme and weekly promotions.

**Church of the Nazarene – As a Administrator’s, Chikhli, Dist-Buldhana**

Sept 2022 to July23

* Coordinating office activities and operations to secure efficiency and compliance with company policies.
* Supervising administrative staff and dividing responsibilities to ensure performance.
* Managing agendas, travel arrangements, and appointments for upper management.
* Handling phone calls and correspondence (e-mail, letters, packages, etc.).
* Supporting budgeting and bookkeeping procedures.
* Creating and updating records and databases with personnel, financial, and other data.
* Tracking stocks of office supplies and placing orders when necessary.
* Submitting timely reports and preparing presentations/proposals as assigned.
* Assisting colleagues whenever necessary

**Samsung Smart Cafe – As a Store Manager, Prozone Mall, Aurangabad**

Feb 2019 to July 2021

* Managed  store front related services including repair and enhancement to improve the overall customer experience
* Scheduled trained and mentored 2 employees using feedback to improve on boarding effectiveness by 18%.
* Monitored inventory level to restock customer favourites and trending items (Mobiles & Acc) increasing sales revenue by 22%
* Resolved customer complaint with an overall 88% success rate
* Increase customer satisfaction and bottom-line, revenue by expanding product lines, offering special promotions and new launch products and building loyalty club membership.

**Fabindia Overseas Pvt Ltd – As a Store Coordinator, Prozone Mall, Aurangabad**

March 2012 to Apr 2018

* Scheduled employees for shifts considering preference and availability to increase employee satisfaction by 20%.
* Provided feedback to store associates regarding work performance on an ongoing basis and spearheaded recruiting, hiring and performance evaluations. KPA and KRI monitoring.
* Tracked inventory and ordered merchandise and supplies according to corporate guidelines to maximize sales and maintain store appearance.
* Developed opening and closing procedures and daily store operation, including cash handling, inventory, cash deposits, and crisis management and shift procedures to improve efficiency by 8%.
* Interacted with disgruntled customer by phone, email and in person to assist them with store credits, return  and store/ employee feedback.

**The Bombay Store – As a Sales Executive, Prozone Mall, Aurangabad**

March 2010 to Feb 2012

* Recommended products and services based on customer needs, increasing monthly revenue by 50000.
* Maintained 4 registers and cash drawers with 98% accuracy.
* Organized shelves, Cleaned counters, swept and mopped floors earning a 100% success score.
* Collaborated with management and associates to strategize and promote Store VM, store events and sales such as seasonal clean out.

**Big Bazar, Future Group,Pantaloon – As a Team Member, Metro Mall, Kalyan**

Apr 2008 to Oct 2009.

* Assist customer in locating their requirements.
* Manage the tasks of stocking.
* Manage the merchandise of the store.
* Receive payments for merchandise purchased by the customers. Put order for new supplies and storing goods.
* Manage customer’s complaint and resolve problem.
* Manage all Cash counter, cash register’s

**Spinach, Wadhawan Food Pvt Ltd – As a Guest Care Associates, Khadakpada, Kalyan**

July 2006 to Mar 2008

* Recommended products and services based on customer needs, increasing monthly revenue by 50000.
* Maintained 4 registers and cash drawers with 98% accuracy.
* Organized shelves, Cleaned counters, swept and mopped floors earning a 100% success score.
* Collaborated with management and associates to strategize and promote Store VM, store events and sales such as seasonal clean out.

**Industrial Exposure:-**

Industrial Visit at Fabindia Overseas Pvt Ltd (Mumbai Regional Office)

Implant Training at Mumbai (Advance Selling Skills & Customer Service)

**Achievements:**

Best employee certificate in The Bombay Store &

Appreciation message for best audit score & sales in Fabindia.

In 2016 I achieved 1st rank across in India in daily sales list  (Fabindia).

Best Employee of the month awarded by The Bombay Store 2010. (The Bombay Store). Project on customer satisfaction towards Bajaj Avenger  2016-17  (Kishori MBA college).

**Personal Details:-**

Date of Birth: 11th June 1982

Gender: Male

Blood Group: B+ve

Nationality: Indian

Marital Status: Married

Hobbies: Cricket &Watching Action Movie.

Languages Known: English, Hindi, and Marathi

**Declaration:**

I hereby declare that the above-furnished information is authentic to the best of my knowledge.

Place:     Aurangabad

Date: 15/05/2024       *AJAY GAIKWAD*