

YOGESH JAGDISH DHUSIA

Store Manager

With a passionate zeal for the retail industry and an unwavering commitment to business development, I aspire to contribute my extensive experience as an Area Sales Manager to a forward-thinking retail establishment. My dedication to fostering strong relationships, driving sales growth, and nurturing a team-oriented environment is deeply rooted in my professional journey. I am eager to bring my strategic acumen, market insight, and leadership prowess to the role of Store Manager, where I can cultivate a thriving retail space that resonates with the company's vision and exceeds its goals.

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PROFESSIONAL SUMMARY

- Over 12 years of experience in managing multi-store operations, consistently enhancing customer satisfaction and store performance.
- Expert in inventory control, achieving optimal stock levels and minimizing waste through meticulous analysis and management.
- Demonstrated diplomacy in resolving customer and team conflicts, ensuring a harmonious working environment.
- Strong analytical skills, adept at interpreting sales data to inform strategic decision-making and boost revenue.
- Proven track record in people development, training, and mentoring teams to foster individual growth and collective success.
- Skilled in channel sales and business development, with a history of cultivating profitable partnerships and expanding market reach.
- Successful delivery management, streamlining processes for efficiency and effectiveness.
- Negotiation expertise, securing favorable terms and building lasting vendor relationships.
- Innovative in business development strategies, leading to significant market share growth and brand recognition.

WORK EXPERIENCE

Sales Manager

R7 Realators (Pune) (Aug 2023 - Present)

- Communicated with sellers, buyers, and renters to understand property needs, timeline, and budget, earning 36% of business through referrals
- Compiled and updated lists of over 900 properties with details regarding location, square footage, features, and more
- Developed positive relationships with lenders, appraisers, home inspectors, and escrow companies
- Facilitated paperwork such as closing statements, deeds, contracts, purchase agreements, and leases to increase exigency by 13%.

Store Manager Retail Operations

RELIANCE RETAIL LTD - Digital (Kolhapur, Pune) (Jan 2018 - Jul 2023)

Directed retail operations with a focus on customer service excellence, leading to sustainable business growth and operational streamlining.

- Streamlined retail operations to boost efficiency and customer engagement.
- Enforced exceptional customer service standards to elevate consumer satisfaction and loyalty.
- Implemented innovative business development strategies, driving retail growth.
- Administered customer service initiatives, resulting in increased repeat business and a loyal customer base.

Achievements:

Played a key role in achieving the CEO club award at Reliance Digital for outstanding sales and customer service.

Duty Manager

Inox Leisure Ltd. (Pune, Mumbai) (Jun 2012 - Dec 2017)

Guided the day-to-day operations of the cinema, prioritizing customer satisfaction and business development efforts.

- Managed daily cinema operations, ensuring an exceptional patron experience.
- Drove business development initiatives to expand cinema offerings and enhance patron engagement.

Achievements:

Instrumental in the implementation of strategies that substantially improved cinema service offerings and patron satisfaction.

Department Manager (Fashion, Electronics & Furniture)

Future Group Ltd. (Big Bazaar) (Pune) (Dec 2010 - Jun 2012)

Managed departmental operations, enhancing the customer experience and ensuring service excellence across diverse product categories.

- Oversaw department operations, focusing on optimizing the customer shopping experience.
- Implemented customer service best practices across departments, increasing overall satisfaction rates.

Achievements:

Effectively raised store performance to rank fourth nationally, demonstrating robust leadership and operational effectiveness.

Asst. Store Manager

Dass Electronics Pvt.Ltd. (Pune) (Apr 2006 - Dec 2010)

Executed comprehensive store management responsibilities, contributing to revenue growth and customer engagement through effective sales strategies.

- Conducted store management operations, driving sales performance and optimizing retail workflows.
- Led institutional sales initiatives, strengthening business relationships and fostering growth.

Achievements:

Successfully implemented sales and service initiatives that bolstered institutional business and reinforced the store's market position.

Shift Manager

Pizzeria Pure Foods Pvt.Ltd. (Pune) (*Jan 2001 - Mar 2006*)

Led the team in operational and sales management, focusing on business efficiency and growth within the retail sector.

- Directed retail operations, ensuring efficiency and business growth through sales management.
- Catered to institutional sales and service needs, which contributed to significant business expansion.

Achievements:

Pivotal in broadening the business scope through strategic sales and service management, driving notable business expansion.

EDUCATION

Bachelor's of Commerce (2001 - 2009)

Ness Wadia Collage OF Commerce

ACHIEVEMENTS

- Spearheaded a team that achieved the CEO club award at Reliance Digital for outstanding sales and customer service.
- Elevated store performance to the fourth position nationally at Pizza Hut, showcasing exceptional leadership and operational skills.

SKILLS

Core Competencies: Data Mining, Sales Forecasting, Training & Development, Inventory Handling, Sales Development, Performance Management

Soft Skills: Time Managment, Negotiation, Communication, Adaptability, Analytical Thinking, Problem Solving, Decision Making, Teamwork

HOBBIES

Analyzing market trends to inform business strategies within the retail industry.,

Building and nurturing professional networks with key players in the consumer electronics sector.,

Attending electronics expos and trade shows to stay abreast of new technologies and potential business opportunities.

LANGUAGES

English, Hindi, Marathi

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