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TECHNICAL SKILLS

Retail/Store Management

Customer Services

Team Management

Performance Management

Stock Control Management

Retail Operation

Development/Training

Budget Management

Process improvement

Merchandizing

EDUCATION

BSc in Management Information System (MIS)

University College Dublin
2014-2016,

Higher Diploma in Computer Base Information System

National Institute of Business Management (NIBM)
2013-2014,

Diploma in Computer System Design

National Institute of Business Management (NIBM)
2012-2013,

Chanaka Balasooriya

Retail Manager

A self-motivated and result oriented individual possessing good interpersonal, communication and innovative skills to succeed. Have the ability to work under pressure and ready take up any challenge by strongly believing the capacity to work and learn. I'm Seeking a challenging career in my profession which can enhance my skills further with higher rewards.

WORK EXPERIENCE

Retail Manager

Jay Kay Marketing Services (Pvt) Ltd (John Keells Holdings PLC)

05/2017 - 02/2024

Managing a team of circa 45 team members, including 8 supervisors and team leaders to insist brand standards and figures and achievement of the company plan reporting directly to regional manager.

Achievements/Tasks

- ◇ Overseeing, harmonizing departmental, and team operations to achieve company objectives and sales figures.
- ◇ Achieving the outlet Audit scores at expected level while ensuring all the processes are followed.
 1. Standard operations procedures Audit
 2. Shrinkage Management Audit
 3. Service Standards Audit
 4. Mystery Shopper Audit
 5. Cash operations Audit
 6. Boarding Audit
 7. HR Audit
- ◇ leading by example, delivering effective training, and motivating team members to inspire the consistent achievement of store targets, KPIs and improved efficiency.
- ◇ Attending the regular senior management meetings to make contributions and deliver recommendations on process and performance improvements.
- ◇ Adminstrating cash and stock loss prevention procedures and encouraging the adherence to established security policies.
- ◇ Analyzing sales figures, forecasting future sales volumes, and constructing relevant reports.
- ◇ Controlling and observing the set department budget to ensure that is maintained and not exceeded.
- ◇ Followed the company Standard operation procedures and managed the production bakery and hot food departments to attract additional customer base to the outlet.
- ◇ Maintaining customer satisfaction while shopping
- ◇ Improve staff "Retention"
- ◇ Developed talent Pipeline
- ◇ Engaged in using following tools and technologies.
 - SAP System
 - POS System
 - Keells Intranet System
 - HRMS System
 - Online Order System
 - Stock Replenishment System
 - Mobile Scanners

Key achievements

- ◇ Manager in brand new outlet (Keells-Mawanella Sri Lanka) and involved in whole outlet opening process.
- ◇ Improved customer satisfaction level by 20% which was measured by Mystery shopper audit score. (Keells-Matale Sri Lanka)
- ◇ Improved the outlet standards by 29% which was measured by standard operation procedure audits (Keells-Tyre junction Sri Lanka)
- ◇ Converted the loss-making outlet to a profitable level (Keells-Kochchikade Sri Lanka)
- ◇ Reduced the shrinkage cost by 9% (Keells-Tyre junction)
- ◇ Became the best fresh SKUs selling outlet in the island (Keells-Mawanealla Sri Lanka)

Credit Officer

Citizens Development Business Finance

08/2016-02/2017,

Achievements/Tasks

- ◇ Evaluated loan or credit applications from individuals, small businesses.
- ◇ Assessed the credit risk associated with each applicant, considering factors such as income, credit history, collateral, and financial stability.
- ◇ Credit officers help structure loan agreements, including determining the loan amount, interest rate, repayment terms, and collateral requirements.
- ◇ I was responsible for preparing and maintaining accurate and complete loan documentation, including loan agreements, contracts, and any supporting legal documents.

Internship

Waters Edge Hotel

04/2014-02/2015,

Achievements/Tasks

- ◇ Responsible for Business Analysis and Developing Inventory Management system. Inventory Management system developed by using visual studio 2010 (C# ASP.NET) and SQL Server R2 2008.
- ◇ Responsible for maintaining three systems and avoid errors. Accounts system, Restaurant management system, and Credit & debtors system.
- ◇ Responsible for troubles shooting the network.
- ◇ Involved in preparing managerial documents.

REFERENCES

References will be furnished upon request.