

# Ramanan Gurumoorthy

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## PROFILE

Dynamic operations and retail management professional with over 12 years of progressive experience in pharmacy and healthcare retail. Proven expertise in streamlining processes, enhancing inventory systems, improving customer satisfaction, and leading high-performing teams. Demonstrates excellence in sales growth, compliance management, vendor negotiation, and staff development. Adept at integrating technology to optimize workflows and committed to delivering consistent operational excellence.

## EDUCATION

2011 Chennai	<b>Automobile Engineering   Bachelor of Technology (B.Tech)</b> <b>Bharat Institute of Higher Education</b> Completed in 2011
2005 – 2008 Villupuram	<b>Diploma in Automobile Engineering</b> <b>Sri Venkatachalapathy Polytechnic College</b> Period: 2005 – 2008

## WORK EXPERIENCE

01/2012 Villupuram, India	<b>Pharmacy Store Manager</b> <b>Appar Medical</b> <ul style="list-style-type: none"><li>Directed daily pharmacy operations including inventory, customer service, and staff performance.</li><li>Managed a team of employees, ensuring operational excellence and adherence to healthcare regulations.</li><li>Designed and implemented strategies that increased customer retention and drove revenue growth.</li><li>Optimized inventory systems, reducing stock-outs and improving stock turnover ratio.</li><li>Negotiated with suppliers for better pricing and ensured timely procurement.</li><li>Delivered staff training on customer service, POS handling, and product knowledge.</li><li>Migrated to a modern POS platform, providing training and support during rollout.</li><li>Conducted periodic audits, minimizing operational discrepancies and maximizing compliance.</li><li>Maintained accurate financial records and handled daily cash operations efficiently.</li><li>Fostered a service-oriented environment, increasing customer satisfaction metrics.</li></ul>
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## KEY SKILLS

Retail & Pharmacy Operations	Inventory & Supply Chain Optimization	Sales & Revenue Enhancement	Staff Training & Leadership
Strategic Planning & Execution	Vendor & Supplier Negotiations	CRM, POS & Billing Systems	Budgeting & Cost Control
Customer Experience Management	Compliance & Health Regulations	Auditing & Risk Mitigation	Microsoft Office   Data Reporting   Order Management

## LANGUAGES

# Tamil - Native    # English - Working Proficiency