

RAGHAV KAPIL

Retail Store Sales and Operation Manager



DETAILS

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SKILLS

- Retail Store Operations Sales and channel sales management
- Brand management
- Product Management
- Operation Management
- Data analysis
- FMCG & FMCD
- Buyer and OTB Management
- Team Management

PROFESSIONAL SUMMARY

I have served as an Area Operations and retail store manager for several companies. In these positions, I have guided teams to improve customer satisfaction, boost sales, and increase profits to meet company goals. My key strengths lie in team leadership, customer service, business development, and data analysis. With a background in sales, marketing, operations, procurement, and product management, I thrive in problem-solving and am dedicated to creating innovative strategies that promote business growth and profitability.

WORK HISTORY

Store Manager, Sharjah Cooperative Society

Sharjah,UAE Jan 2023-Jun 2024

- Operational Management: Overseeing daily operations of the hypermarket branch, including inventory management, product availability, and day-to-day activities.
- Financial Performance: Monitoring and managing the branch's financial performance, including budgeting, cost control, and P&L management.
- Team Leadership: Supervising and developing branch staff, including recruitment, training, and performance evaluation.
- Customer Satisfaction: Ensuring high levels of customer service standards, resolving inquiries and complaints, and implementing strategies to enhance customer satisfaction and loyalty.
- Strategic Planning: Implementing sales and marketing plans, analyzing data, and collaborating with stakeholders to drive business growth and achieve operational goals.
- Responsible for efficiently managing operations, driving financial performance, leading a team, ensuring customer satisfaction, and implementing strategic initiatives to achieve business objectives.
- Engaging in brand development of the brand through coordination with the marketing team and 360 holistic customer feedback.

CERTIFICATIONS

- Lean Management
- Branding and Product Development Digital Marketing Management
- Green & Black Belt Sigma-2024
- White & Yellow Belt Sigma-2022

Store Manager, Home Center

Dubai and Abu Dhabi, UAE

Jan 2019-Jan 2023

- Completing operational requirements by scheduling and assigning employees, setting individual and team targets in line with the KRA and consequently following up on work results.
- Achieving weekly/monthly financial objectives by preparing a budget; scheduling expenditures; analyzing variances initiating corrective actions.
- Identifying current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Active involvement in OTB management and checking the products for buying from Home Ware and furnishing suppliers.

Brand Operation Manager - John Jacobs- Lenskart

New Delhi, India

Nov 2018-Nov 2019

- Brand Operational Management: Overseeing operations of the 52 stores across India.
- Financial Performance: Monitoring and managing the brand's financial performance, including budgeting, cost control, and P&L management.
- Vendor Management: Ensuring vendor management and raw material management, delivery channel partners and Advertisement agencies.
- Strategic Planning: Implementing sales and marketing plans, analyzing data, and collaborating with stakeholders to drive business growth and achieve operational goals.
- Sales Drive: Developing and implementing strategies for sales growth and development across stores and e-commerce platform.
- Team Leadership: Fostering a culture of teamwork and continuous improvement by leading, mentoring, and motivating store managers and staff.
- Customer Experience: Enhancing the customer experience through service excellence, loyalty programs, and personalized shopping experiences.
- Inventory Management: Streamlining inventory processes to ensure optimal stock levels, reduce shrinkage, and improve turnover rates.
- Compliance and Safety: Ensuring all stores comply with legal, health, and safety regulations to provide a safe and welcoming environment for customers and employees.
- Innovation and Trends: Staying abreast of industry trends, technological advancements, and competitor activities to keep the brand at the forefront of the market.

Education

Gujarat University,

Masters of Commerce

Marketing Jun 2016 -Apr 2018

Gujarat University,

Bachelor of Commerce

Accounting Jul 2012 -Apr 2015

Area Operation Manager, Shoppers Stop Pvt Ltd

Mumbai, India

Jun 2016-Oct 2018

- Administrating Multiple Store operation including daily Store Manager and Floor Manager for targeting and achieving required KRA's, annual budgeting and sales tracking.
- Inventory management with minimum variance to the stores, prevention against shrinkage along with minimum loss for the store and adjustment to be shared with the brand.
- Active involvement in OTB management and checking the products for buying from Cosmetics and Fashion brands.
- Managing global brands CK, Tommy Hil ger, GAS, Louis Philippe, Van Heusen, SuperDry, Only, etc and extensive growth in Private label for apparel division.

Area Manager, Bharti Airtel

Mumbai ,India

Apr 2015-May 2016

- Sales tracking and business development from retail stores with constant growth in monthly NCA
- Cross Selling and simultaneous up-selling plans to maximize per customer business organization.
- Leading and directing a team of 15 people while providing on-job training to achieve the required targets..
- Extracting business from walk-ins and providing customized plans and solutions to the customer..
- Maintaining all the TRAI rules and regulations in scope for business.
- Identifies current and future customer requirements by establishing rapport with potential and actual B2B customers.

Store Manager, Vodafone-India

Ahmedabad,India

Apr 2012-May 2015

- Sales tracking and business development from retail stores with constant growth in monthly NCA
- Cross Selling and simultaneous up-selling plans to maximize per customer business organization.
- Leading and directing a team of 15 people while providing on-job training to achieve the required targets..
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