



RAGHAV KAPIL



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SUMMARY

Throughout my career, I have held roles as an operations and retail store manager across different companies. In these positions, I've guided teams to boost customer traffic, sales, and profits to meet company goals. My expertise lies in team leadership, customer service, business growth, and data analysis. With a background in sales, marketing, operations, procurement and product management I excel at solving problems and am dedicated to creating inventive strategies for enhancing business growth and profitability.

EXPERIENCE

Branch Operations Manager

Sharjah Co-Operative Society

Jan 2023 - Present, Sharjah-UAE

- 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.

Assistant Store Manager

Home Centre- Landmark Group

Dec 2019 - Jan 2023, Abu Dhabi & Dubai-UAE

- 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.
 - Promoting the brand's merchandise by studying advertising, sales promotion, and display plans.
 - Performing competitor analysis and making recommendations to improve marketing strategies.
- Responsible for efficiently managing operations, driving financial performance, leading a team, ensuring customer satisfaction, and implementing strategic initiatives to achieve business objectives.

Retail Operations Manager

June 2016 - Nov 2019, Mumbai-India

Shopper's Stop

- Administrating Store operation including daily Department Manager and Floor Manager briefing for targeting and achieving required KRA's, daily sales tracking.
- Inventory management with minimum variance to the store, 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. Achievement of Growth YOY basis in terms of sales and profit by finding sales gaps and addressing the same.
- Engaging in brand development of the brand through coordination with the marketing team and 360 holistic customer feedback.
- Review and in-depth analysis of Customer touchpoints such as the Loyalty Program.
- Handling global brands CK, Tommy Hilfiger, GAS, Louis Philippe, Van Heusen, SuperDry, Only, etc.
- Managing the store with a turnover of 70Cr, training a management team of 15 direct reportees, staff of 392 with direct reportee of 12.

Store Manager

April 2015 - May 2016, Mumbai-India

Bharti Airtel

- 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.
- Reporting, analyzing, and maintaining the growth for the store as well as human resources.
- Develop and arrange promotional material and in-store displays.
- 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

June 2012 - March 2015, Mumbai-India

Vodafone-India

- Sales tracking and business development from retail stores with constant growth in monthly NCA.
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EDUCATION

Masters of Commerce

Gujarat University•2016-2018

Bachelor of Commerce

Gujarat University•2012-2015

CERTIFICATIONS

Lean Management

Branding and Product Development

Digital Marketing Management

Green & Black Belt Sigma

2024

White & Yellow Belt Sigma

2022

SKILLS

#Retail Store Operations

#OTB Management

#Brand management Product management

#Customer engagement

#Buyer

#Operation Management

#Leadership and managerial skills

#Adaptive

#FMCG-FMCD

#Strong decision maker

#Team Management

#Channel Sales Management

#Data analysis

#Lean Management

