



# RAGHAV KAPIL

## Retail Branch & Operations Manager

### ABOUT ME

Branch and Operations Manager with proven expertise in product development, retail management, process improvement, and supplier relations. Capable of pinpointing issues and offering innovative solutions across various scenarios.

I have effectively guided teams in creating customer engagement and retention strategies. Proficient in utilizing data analysis to identify sales-influencing factors and enhance them. This background has honed my ability to devise strategies that boost sales and profits while enhancing customer satisfaction. Following years as an operations manager, I shifted to marketing and focused on brand strategy within a major corporation.

### EDUCATION

#### Bachelor of Commerce

Gujarat University

2012- 2015

#### Masters of Commerce

Gujarat University

2016 - 2018

### CERTIFICATE

Lean Management

Branding and  
Product development

White & Yellow Belt  
Sigma -2022

Green & Black Belt  
Sigma -2024

Digital Marketing  
Management

### LANGUAGE

English

Hindi



### WORK EXPERIENCE

#### SHARJAH CO-OPERATIVE SOCIETY

تعاونية الشارقة  
SHARJAH CO-OP

#### Branch Operations Manager

Jan 2023- Present

Sharjah-UAE

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

## KEY SKILLS

- Customer engagement
- Ability in diverse industry
- Leadership and managerial skills
- Adaptive
- Service-focused
- Strong decision maker.
- Diverse experience in FMCG, Retail, Apparel, Telecommunication and marketing industry.
- Brand management
- Product management
- Team Management
- Buyer
- Retail Store Operations.
- Channel Sales Management
- Data analysis
- Lean Management
- OTB Management

## Home Centre- Landmark Group

### Assistant Store Manager

Dec 2019-Jan 2023

Abu Dhabi & Dubai-UAE



1. 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
2. Achieving weekly/monthly financial objectives by preparing a budget; scheduling expenditures; analyzing variances initiating corrective actions .
3. Identifying current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements
4. Active involvement in OTB management and checking the products for buying from Home Ware and furnishing partner.
5. Promoting brand's merchandise by studying advertising, sales promotion and display plans.
6. Performing competitor analysis and making recommendations to improve marketing strategies.

## Shopper's Stop

### Retail Operations Manager

June 2016-Nov 2019

Mumbai-India



1. Administering Store operation including daily Department Manager and Floor Manager briefing for targeting and
2. achieving required KRA's, daily sales tracking
3. Inventory management with minimum variance to the store, prevention against shrinkage along with minimum loss for
4. store and adjustment to be shared with brand
5. Active involvement in OTB management and checking the products for buying from Cosmetics and Fashion brands Achievement of Growth YOY bases in terms of sales and profit, by finding sales gap and addressing the same
6. Engaging in brand development of brand through coordination with marketing team and 360 holistic customer feedback
7. review and in- depth analysis of Customer touchpoints such as Loyalty Program
8. Handling global brands CK, Tommy Hilfiger, GAS, Louis Philippe, Van Huesen , SuperDry, Only etc.
9. Managing store with turnover of 70Cr, training management team of 15 direct reportees, staff of 392 with direct reportee of 12 .

## 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, and operations, I excel at solving problems and am dedicated to creating inventive strategies for enhancing business growth and profitability.



## **Bharti Airtel**

### **Store Manager**

April 2015-May 2016

Mumbai -India

- 1.Sales tracking and business development from retail store with constant growth in monthly NCA
- 2.Cross Selling and simultaneous up selling plans to maximize per customer business organisation
3. Leading and directing a team of 15 people while providing on job training to achieve required targets
- 4.Extracting business from walk-ins and providing customised plans and solutions to customer
5. Reporting, analysizing and maintaining the growth for the store as well as human resources.
- 6.Develop and arrange promotional material and in-store displays
7. Maintaining all the TRAI rules and regulations in scope for business
- 8.Identifies current and future customer requirements by establishing rapport with potential and actual B2B customers.



## **Vodafone-India**

### **Store Manager**

June 2012-March 2015

Mumbai-India

- 1.Sales tracking and business development from retail store with constant growth in monthly NCA
- 2.Cross Selling and simultaneous up selling plans to maximize per customer business organisation
3. Leading and directing a team of 15 people while providing on job training to achieve required targets
- 4.Extracting business from walk-ins and providing customised plans and solutions to customer
5. Reporting, analysizing and maintaining the growth for the store as well as human resources.
- 6.Develop and arrange promotional material and in-store displays
7. Maintaining all the TRAI rules and regulations in scope for business
- 8.Identifies current and future customer requirements by establishing rapport with potential and actual B2B customers.

