

RAHUL KANNAN VELLY

OPERATIONS MANAGER

Highly organized and detail-oriented Store Manager professional with 4+ years of experience in managing store operations. Expertise in inventory management, vendor management, CRM, document handling, shipping and receiving, order fulfillment, and compliance with regulatory requirements. Proficient in using store and MS office softwares to streamline operations and improve accuracy. Excellent communication skills with the ability to work collaboratively with cross functional teams. Proven track record of delivering results through effective planning, execution, and problem-solving to ensuring that all store operations run smoothly and efficiently.

PERSONAL DETAILS

Mobile No : +965 67032612
Email ID : rahuldaskv@gmail.com
Address : Jieeb Al Shuyouk , Kuwait
Nationality : Indian
D.O.B : 17/03/1995
Gender : Male
Marital Status : Unmarried
Visa Status : Employment visa
Civil Id No : 295031704503
Passport No : Y 4009796
Date of Expiry : 17/06/2034

ACADEMIC CREDENTIALS

2016 - 2018 **MBA (MARKETING & HR)**
Acharya Institute of Technology

2013 - 2016 **BBA (FINANCE)**
JDT Islam Institute of Commerce

COMPUTER SKILLS

❖ MS Office (Excel, Word, PowerPoint)

LANGUAGES KNOWN

• English • Hindi
• Malayalam • Arabic

REFERENCE

❖ **Manoj Kumar**
Store Manager
Grand Hyper market (Kuwait)
Ph : 66305529

❖ **Bobby thomas-**
Department Operation manager
Family food centre (Qatar)
Ph : 30023345

HOBBIES



Music



Travel



Reading

KEY SKILLS

- Store Management
- Order processing
- Team Management
- Sales management
- Store Administration
- MS Office
- Problem solving
- Managerial skill
- Retail management
- Interpersonal Skills
- Vendor Management
- Inventory Management
- Documentation skill
- Excellent communication
- Human Resource Management

EXPERIENCES

❖ **FLOOR MANAGER | July 2022 – May 2024**

• **FAMILY FOOD CENTRE | QATAR**

- Managed the entire department store operations at Family Food Centre, Airport Branch, including diverse sections such as Electronics, Fashion, Footwear, Household, Stationery, Toys, and Outdoor products.
- Guided and monitored staff across all departments to ensure optimal performance and customer satisfaction.
- Conducted continuous follow-ups on inconsistencies, aging stock, and RTV (Return to Vendor) processes.
- Planned and coordinated store operations in strict adherence to SOPs, ensuring efficiency and compliance.
- Maintained high display standards to create a customer-friendly shopping atmosphere.
- Resolved customer disputes promptly to enhance the shopping experience and build loyalty.
- Monitored and managed inventory levels, including ordering, receiving, stock rotation, and ensuring availability across all categories.
- Developed and executed strategies to maximize sales and achieve revenue targets across multiple product lines.

❖ **ASSISTANT STORE MANAGER | June 2020 - June 2022**

GRAND HYPER MARKET | KUWAIT

- Managing daily operations & Manpower in an effective way to achieve the store targets.
- Overseeing the staff members, supervising and delegating tasks to employees.
- Managing the store inventory.
- Plans & coordinate the operations of the store by adhering to SOP
- Providing good customer service and satisfaction (CRM)
- Ensuring stock replenishment & RTV
- Achieving sales targets by ensuring stock availability & service
- Daily briefing regarding the performance of a sections.
- Assist with inventory control, including ordering, receiving, and stock management.

❖ **MANAGEMENT TRAINEE | Jun 2019 - Jun 2020**

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- Studied all the process involved in running hypermarket by directly working in all the sections