

Ravi Kumar T.S

Manager - Retail Operations

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CAREER OBJECTIVE:

I am a customer-oriented individual with over +14 years of experience working retail. Like to think of myself as a driven and tenacious manager, with an enthusiastic approach to all duties that come with the job, from coordinating employees to handling budgets. I also have a proven ability to drive sales, recruit top talent, and come up with ingenious advertising campaigns that attract customers. I am currently looking to work for a company that will allow me to showcase my abilities and develop my skills even further.

SUMMARY:

Currently Associated with Reliance retail Industry as Store manager(From 18-08-22 till date)

- Handling the shop-floor interaction with customers for effective resolution of customer grievances and Obtaining feedback.
- Maximizing customer satisfaction matrices by providing pre & post sale assistance and achieving delivery And quality norms.
- Stock management skills and experience cultivating strategic business growth. Equally strong in cost control, budgeting and loss prevention, management.
Deep understanding of critical business drivers in multiple markets and industry verticals like a Retail and Service industry
- Expertise in developing & managing Retail Channels in order to derive the required market share, revenue and profit of the organization
- Demonstrated excellence in successfully executing marketing campaigns and promotional activities
- In-depth understanding of Competition Tracking & Market Research; successful in building relationships with key influences and delivering on customer commitments.

Landmark group easy buy concept store manager (08-10-2021 to 31-07-2022)

- According to Planogram, displaying the sections & placing the appropriate signage's accordingly and MTD Ranking of the dept. is top 5 in Central India (planogram ranking).
- At the end of the day collect the sales details and report to the Store Manager & Merchandise control
- Preparing reports pertaining to sales (MTD & YTD), Stock efficiency report, ROS, Cover Days, STR
- Reducing losses extremely through excellent customer service.
- Resolving the issues and queries of the customer and taking Corrective measures accordingly.
- Making customer push strategy so that we can achieve the sale target of department.
- According to offers, displaying the sections & placing the appropriate signage's accordingly.
- Coordinating with all other Departments & Support functions.

Bata Shoe store As agency partner From(April-7-14 to 31-Aug-20)

- Bulk orders for school, collage, hospitals and industrial
- New store catchment plan in and around Coimbatore.
- Keep customer contact numbers to inform about new product launch and discounts periods.

- **MAX - Lifestyle Division Pvt. Ltd. – Department Manager (September'11 to March'14)**
- At the end of the day collect the sales details and report to the Store Manager & Merchandise control
- Preparing reports pertaining to sales (MTD & YTD), Stock efficiency report, ROS, Cover Days, STR
- Reducing losses extremely through excellent customer service.
- Resolving the issues and queries of the customer and taking Corrective measures accordingly.
- Making customer push strategy so that we can achieve the sale target of department.

Key Skills & Strength:

- An effective communicator with excellent relationship building & interpersonal skills.
- Strong analytic all problem solving & organizational abilities. Possess a flexible & detail oriented attitude.
- Proficiency in spearheading Marketing & Commercial Operation, Budgeting, MIS, logistic Planning etc.
- Operational Planning/ HRM/Business Development.
- Implementing sales & marketing with Retail Operations plans in tune with the macro business plans, thereby achieving profitability.
- Developing and implementing procedures, control systems for maintaining quality
- A Multi-user, who is able to handle multiple assignments efficiently under tight deadlines,
- Client friendly approach to all assignments, resulting in high levels of client satisfaction and repeat business.
- Strong relationship building skills for acquiring new retail business customers and retaining existing client base.
- Strong team builder and team leader in a customer service environment.

Key Highlights

- Winner of National Trophy in terms of SOP for the year of 12-13 (Lifestyle international Pvt Ltd).
- Winner of Regional trophy (South region) in terms of SOP (standard operational procedure) of the store for the year of 2012-13 (Lifestyle international Pvt Ltd).
- Winner of Best support function for the month of May, August, December-13.
- Handled above 1cr above cash 4 times (Unlimited)
- In the Span of 2013-2014 financial years got 2 times best concept award.
- Got the Best changeover implementation award in south region for AW13 & AW15.
- Successfully done yearly inventory two times for all the stores (Basic) and Best store of the year for 2015.
- Trained 6 Staff as a Customer assistant to Jr. Supervisor and Assistant store manager
- Successfully run the inventory task Three times in Basic for 19 stores for the period of 2011, 2014
- Successfully Launch's 4 new stores within time line @ Basic.

ACADEMIC QUALIFICATIONS:

- 2009- Bachelor of Commerce
- MBA, Retail Management (Pursing)

PERSONAL DATA:

Father's Name : N.selvaraj

Permanent Address : # 59, Palakkad main road, Kuniamuthur, Coimbatore - 641008, Tamilnadu

Date of Birth :12-03-1984

Marital status : Married

Retail Experience : 14 + years

Passport No : U5092892

Expiry date : 09-03-2030