

Nishit Shah

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PROFESSIONAL EXPERIENCE

Experienced professional with over a decade of dynamic leadership in supply chain, retail management, and entrepreneurship. Proven track record of successfully leading teams and departments at Sainsbury's and Primark, driving sales growth, enhancing customer satisfaction, and optimizing operational efficiency. Expertise in contract negotiations, strategic planning, logistics, and maintaining robust client relationships. Entrepreneurial background at Nishit Enterprises, highlighting adeptness in database management, streamlined purchasing processes, and effective supply chain management. Renowned for exceptional problem-solving skills and consistent excellence in performance metrics.

SKILLS

- Process improvement
- Supply chain management
- Cost reduction
- Strategic planning
- Vendor management
- Performance management
- Organizational change management
- Budget management
- Microsoft Excel
- Good written & verbal English
- Recruitment & training
- Rostering
- Negotiation
- Sales
- Team management
- Stress Management

WORK EXPERIENCE

Mint (Indian Cuisine Restaurant)

Watford, UK

Assistant Restaurant Manager (Part Time)

October 2023 to Current

- Led and motivated F&B teams to consistently deliver exceptional customer service, ensuring a high-quality dining experience.
- Managed food and beverage operations within budget while maintaining top-tier standards, including menu design and inventory management.
- Recruited, trained, and appraised talented personnel, fostering a collaborative and customer-focused team environment.
- Effectively handled customer concerns by proactively identifying needs and delivering personalized service, contributing to customer satisfaction and retention.

Primark

Watford, UK

Team Manager

April 2023 to Current

- In my role as Primark's Team Manager, I oversaw 37 workers in the garments and till departments and encouraged teamwork while supporting the manager in organising, planning, and coordinating daily tasks.
- Strategically arranged products to increase departmental sales by 15%. Regularly examined KPIs to meet sales goals and made recommendations for enhancements to boost productivity.
- Reduced inefficiencies and maintained ideal stock levels by implementing effective operational procedures.
- Implemented a performance management plan that included regular feedback sessions, clear objectives, and targets. This led to a 14% drop in staff issues and a 21% boost in team productivity.
- Facilitated collaboration across departments to provide seamless operations and a superior customer experience, resulting in an 86% rise in customer satisfaction via efficient coaching, training, and evaluations.

- Monitored and evaluated operational performance to make sure all actions complied with business regulations. This enhanced overall effectiveness and optimised operational activities.

Sainsbury's

London, UK

Customer & Trading Manager

Dec 2021 to April 2023

- Managed fleet logistics and optimized online food delivery at Sainsbury's ensuring a flawless shopping experience.
- Managed the opening and closing of the business, the handling of cash, the scheduling, and the preservation of access to necessities. Directed a team of 55 staff, encompassing delivery drivers and customer service executives, consistently meeting stringent customer requirements and enhancing customer service by 17%.
- Maintained track of maintenance logs and monitored the inventory of replacement vehicle components, all while ensuring compliance with 100% legal requirements.
- Managed hiring, onboarding, and training while conducting assessments to ensure continuous enhancements which resulted in 20% growth in team productivity.
- Enhanced overall efficiency of operations by 23% through management of fleet maintenance, daily refilling, and warehousing operations.

Nishit Enterprises

Mumbai, India

Proprietor

June 2018 to Sept 2021

- Led Nishit Enterprises as proprietor, overseeing the sales, operations and providing specialized services to various customers in supply chain management.
- Successfully ran a sub-dealership for bearing brands FAG and SKF, building trusting relationships with customers and putting their needs first by communicating clearly and executing projects on schedule.
- Implemented quality control procedures, negotiated prices and contracts, and maintained an electronic supplier database to manage the purchasing process which resulted in an increase of purchasing efficiency by 29%.
- Coordinated with project teams to guarantee that projects completed on schedule and within budget; assisted with resource allocation, planning, and scheduling, and updated stakeholders on a regular basis.
- Oversaw sales operations by building a solid industry network, establishing company development prospects, and forming alliances in the fields of marketing and sales.
- Effectively managed finances for the purpose of making strategic decisions by overseeing budgeting, forecasting, and financial analysis.

Nirav Enterprises

Mumbai, India

Supply Chain Manager

April 2012 to March 2018

- Managed the entire supply chain process for manufacturing client projects, making sure that all budget, quality, and schedule constraints were achieved. established and nurtured solid connections with key stakeholders.
- Oversaw phase reviews and supply chain management strategies, which led to the timely and cost- effective conclusion of the project.
- Oversaw contract management and procurement, making sure the business's commercial interests were safeguarded.
- Made sure that project plans accounted for known supply chain hazards, which reduced project risks.
- The use of numerous ERP software programs for thorough product distribution, tracking, and monitoring.
- Precise performance evaluation, inventory management, and forecasting skills.

QUALIFICATIONS

- Bachelors in Computer Science
K.C. College (University of Mumbai) Mumbai, India
2009 – 2012
- Procurement & Logistics Certificate
Disasteready.org 2021

COMMUNITY AND VOLUNTEER EXPERIENCE

National Social Services Volunteer KC College

Mumbai, India
2011 – 2012

- Cleaned Beaches.
- Handed out care packages & educational books in rural areas.
- Helped in building up toilets in rural areas.