

**STORE MANAGER**  
**M.SENDILNATHAN**

Address - 13A, Sixth Cross Street, Kavikuyil Nagar, New Saram, Puducherry – 605013

Mobile – (+91) 9843493696 | Email Address – omsendil@gmail.com

**Professional Summary**

Results-driven Store Manager with a proven track record in achieving sales targets and optimizing operational efficiency. Experienced in managing the daily operations of a supermarket, including staff management, stock availability, and cost control. Skilled in order and sales operations management, process optimization, and product, pricing, and promotion management. Adept at fostering effective communication and coordination with all support functions to streamline workflows and ensure operational excellence. Committed to delivering exceptional customer experiences and driving sustained business growth through a focus on continuous improvement and team leadership.

**Work Experience**

**STORE MANAGER**

**[Moda Fashions Private Limited], [Puducherry, India]**

**[February/2022] – [October/2024]**

- Oversaw daily store operations, ensuring smooth and efficient functioning.
- Led a team of [30] employees, providing training, guidance, and performance feedback.
- Fostered a positive work environment that encourages teamwork, accountability, and professional development.
- Implemented sales strategies and promotional campaigns to increase store revenue by [25%].
- Managed inventory levels by conducting regular stock checks and coordinating with suppliers.
- Ensured excellent customer service, addressing customer inquiries and resolving complaints promptly.
- Analyzed sales reports and market trends to make informed business decisions.
- Maintained store appearance and ensure compliance with health and safety regulations.
- Conducted training sessions for new employees to enhance team performance.
- Developed and enforced store policies and procedures to optimize operational efficiency and minimize shrinkage.
- Conducted regular inventory audits to ensure accuracy and identify discrepancies.
- Conducted weekly analysis of sales data to optimize product placement, resulting in increased average transaction value by 15%
- Conducted data analysis on sales trends to inform product placement and promotions, resulting in 15% uplift in key category sales.

**WAREHOUSE MANAGER**

**[Safari Hypermarket], [Sharjah, UAE]**

**[July/2018] – [December/2022]**

- Managed daily operations of a 50,000 sq. ft. warehouse, overseeing inventory control, receiving, and shipping processes while ensuring the efficient handling of goods.
- Developed and implemented warehouse procedures, policies, and guidelines to optimize efficiency and productivity.
- Extensive knowledge of end-to-end inventory management, including space optimization, binning and replenishment of parts.
- Developing and generating the daily/Monthly Scorecards/Dashboards on deliverable metrics on inventory and picking operations.
- Implemented inventory management systems to track and manage stock levels, assuring accuracy and reducing discrepancies.
- Perpetual Inventory planning for monthly and yearly to ensure and achieve inventory accuracy.
- Coordinated inbound and outbound logistics, including liaising with suppliers, vendors, and transportation companies to ensure timely delivery and shipment of goods.
- Led, trained, and supervised a team of warehouse staff, assigned tasks, monitored performance, and conducted regular evaluations.
- Developed, enforced, and monitored safety protocols and procedures to ensure a safe working environment, adhering to all regulatory requirements.
- Analyzed warehouse processes and workflows, identifying areas for improvement and implementing changes to enhance efficiency and reduce costs.

- Inspected incoming and outgoing shipments for accuracy, quality, and compliance with company standards.
- Maintained accurate records of all warehouse activities, including inventory transactions, shipment logs, and incident reports. Generated regular reports for management review.
- Ensured all warehouse equipment, such as forklifts and pallet jacks are maintained in good working condition, scheduling regular maintenance and repairs as needed.
- Addressed and resolved any customer issues related to warehouse operations, achieving high levels of customer satisfaction.
- Assisted in the preparation and management of the warehouse budget, controlling expenses and optimizing resource allocation.
- Monitored warehouse safety practices, facilitating compliance with safety protocols and regulatory requirements.
- Optimized warehouse layout and space utilization to maximize storage capacity and streamline workflow.

## **WAREHOUSE MANAGER**

**[Casablanca], [Puducherry, India]**

**[March/2008] – [June/2018]**

- Led and supervised a team of [25] warehouse staff, verifying efficient daily operations.
- Maintaining stock levels are handled and controlled effectively.
- Coordinated with logistics teams to optimize delivery schedules and reduce transportation costs.
- Handled vendor relationships, negotiating favorable terms and supporting timely supply of materials.
- Utilized warehouse management software (WMS) to track inventory and optimize storage space.
- Making certain compliance with all Health and Safety regulations.
- Created reports on operating costs and production volumes for senior management review.
- Using automated computer systems to monitor stock control.
- Producing incident and performance reports for Management.
- Making sure that all freight receipts and deliveries are carried out in time.
- Scheduling work & rotas to meet fluctuations in staffing levels & workloads.
- Leading, motivating, training and developing staff.
- Updating & maintaining computerized & paper based administrative records.
- Responsible for the disciplinary & grievance procedures.
- Maintaining documentation and keeping accurate records of warehouse activities
- Maintaining awareness and knowledge of condition and location of fleet vehicles
- Performed daily cycle counts to keep accurate inventory records.

## **Key Skills**

- |  |   |
|--|---|
| 1. Warehouse Management Systems (WMS)    | 2. Inventory Control                      |
| 3. Logistics and Supply chain Management | 4. Data Analysis                          |
| 5. Shipping & Receiving                  | 6. Problem-Solving & Quality Control      |
| 7. Time and Space Management             | 8. Team Leadership and Training           |
| 9. Health & Safety Protocols             | 10. Budgeting, Cost Control and Reporting |
| 11. Customer Relationship Management     | 12. Financial Management                  |
| 13. System Management                    |   |

## **Educational Qualifications**

### **1. Master of Computer Application**

(Anna University, Tamilnadu, India)

**Graduated:** *June 2007*

### **2. Bachelor of Computer Application**

(Pondicherry University, Pondicherry, India)

**Graduated:** *April 2004*

## **Personal Details**

Date of Birth : "...July/1983..."

Nationality : Indian

Passport Number : S1886747