

Sachin M
Al Nahda Tower
Al Nahda, Sharjah
+971 522532515
itsmesachinmsachi@outlook.com

Dear Sir/ Madam

I am writing to express interest in the recent job opening posted by your esteemed organization. Please find my resume enclosed herewith for your reference.

A review of my credentials indicates that I have completed my **Master's in Business Administration** specializing in Marketing and Operation's Management from University of Kerala, India. Prior to that, I completed my graduate degree, a **BSc. In Computer Science**, from College of Applied Science, Kerala, India.

I also have 3+ years Working Experience Retail Sector. 2 years in **More Retail Pvt Ltd** and a year at **Reliance Retail Ltd** as Retail Store Manager. During my time I have worked with the Marketing Team, Store Operations and Customer Grievance team.

My experience in the industry has helped me in nurturing rich domain knowledge and comprehensive understanding of core Marketing Principles, Strategic Marketing, Managerial Accounting, Marketing Management, Sales & Distribution Management, Customer Relationship Management, Financial Accounting, and Statistics for Business.

My strengths are exceptional communication, listening and interpersonal skills, and quick adaptability to changing processes and trends. I am a quick learner who enjoys working in a team environment.

I am a good blend of academic and extracurricular excellence as substantiated my attached resume. I am positive that my skills will help me perform justifiably in the said position, and would prove to be beneficial to your organization. I would welcome an opportunity to speak with you on this matter.

Thank you for your consideration and I look forward to hearing from you

soon.

Sincerely,

Sachin M



Sachin M

Manager, Retail Operations

Manager with 3+ years of experience in managing operations of high volume retail stores. Proven credentials in success driven operations, notching up promising sales and revenue goals. Solid background in customer service, grievance handling, P&L management, Loss prevention, resource planning and sales promotion. Skilled in New Store Development, Sales, Retail, Inventory Management. Strong sales professional with a Master of Business Administration (M.B.A.) in Operations and marketing

✉ itsmesachinmsachi@outlook.com

📍 AL- Nahda, Sharjah, UAE

📞 +971 522532515

🌐 [linkedin.com/in/sachin-m-65007715a](https://www.linkedin.com/in/sachin-m-65007715a)

WORK EXPERIENCE

Retail Store Manager Reliance Retail Limited.

06/2021 - 08/2022

Kerala, India

Achievements/Tasks

- Oversaw inventory, and planned supplies according to corporate guidelines to maximize sales and keep intact store appearance.!
- Guided a 5-member NSO (New Store Opening) team and coordinated with different departments toward the successful launch of new stores.
- Daily store operations, including cash handling, inventory count, deposits, crisis management, and shift procedures to improve efficiency by 8%.!
- Maintained a full understanding of corporate needs, informing employees during meetings of product information, advertising, promotions, and other marketing initiatives.!

Retail Store Manager More Retail Pvt Limited

07/2019 - 06/2021

Kerala, India

Achievements/Tasks

- Provided training, mentoring, and feedback to associates to meet or exceed sales goals 80% of the time over a 2-year-period.!
- Scheduled employees for shifts, considering shift preferences and availability to increase employee satisfaction by 15%.!
- Handled customer complaints by listening to grievances and correcting issues for 95% satisfaction.!
- Screened candidates, performed interviews, and hired and trained 10 associates.!
- Reduced returns and exchanges by 12% by training employees check for product damages and communicate with customers to ensure satisfaction at POS.!

EDUCATION

MBA Operations - Marketing (Dual) Institute Of Management and Technology, Punnapra

06/2017 - 07/2019

Kerala, India

B.Sc Computer Science

College Of Applied Sciences, Mavelikkara
(IHRD)

08/2012 - 08/2015

Kerala, India

SKILLS

Leadership

Interpersonal Communication

Inventory Management

Work force Management

Business Development

Advanced Excel

SQL

SAP SD Power User

Analytics

Customer Service

ACHIEVEMENTS

Employee of the month, Best Store (06/2020 - 07/2020)

Implemented marketing strategies that resulted in increased sales by 23%.

EBITA Growth Incentive, Target Achievement
(04/2021 - 05/2021)

Exceeded sales forecasts by 10%

PERSONAL PROJECTS

A study on effectiveness of marketing strategy in More
Retails Pvt Ltd (2017 - 2018)

Foodie, A Shopping web app built on core ASP.net
(2014 - 2015)

CERTIFICATES

Excel, Beginner to Advanced, Certificate by UDEMY
(10/2021 - 12/2021)

Online Completion certificate

Programming In Python (12/2021 - 02/2022)

Offered By GUVI in partnership with IIT, Madras

Excel, VBA Programming (10/2021 - 12/2021)

Online Course by UDEMY Academy

LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency