

Sachin M

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Retail Store Manager

Summery

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. Effectively motivate employees to professional excellence and foster a team environment focused on group success.

Core Competencies

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|-------------------------|----------------|------------------------|
| • Operations Management | • Leadership | • P&L Management |
| • Problem Solving | • Team Work | • Result Driven |
| • CRM | • Negotiations | • Business development |
| • Flexibility | • Retail Sales | • Merchandising |

Professional Experience

Reliance Retail Limited

India's Leading Retail Chain

June 2021 – Aug 2022

Retail Operations Manager / Store Manager, Kerala, India.

Roles and Responsibilities

- In charge of managing inventory and scheduling deliveries in accordance with company policies to maximize sales and maintain the appearance of the shop.
- Assisting a five-person NSO (New Shop Opening) team with new shop openings and coordinating with various departments to ensure smooth operations, thereby reducing cost by 4%.
- Plan, train and mentor staff to optimize performance in customer service, revenue generation and daily tasks such as stock control and receipt control.
- Maintained a comprehensive understanding of the needs of the business and kept staff informed of product information, advertising, promotions and other marketing initiatives at meetings!
- Increase customer satisfaction and sales by expanding the product range, offering special promotions and encouraging loyalty club membership
- Work with local providers to keep costs down and build relationships with the community
- Handling all payroll and accounting tasks. Optimizing stock levels to ensure low costs while maintaining product availability.
- Preparation and administration of six-monthly performance appraisals

Accomplishments/Awards:

- Increase customer satisfaction in the branch from 76% to 85%; ensure prompt resolution of customer issues to maintain customer loyalty while adhering to company policies.
- The first in the district to receive all three of the following awards: Top Ten Shop Ranking, High Percentage turnover.

Store Manager, Kerala, India.***Roles and Responsibilities***

- Trained, guided and provided feedback to staff to exceed 80% of their sales targets over a 2-year period.
- Reducing returns and exchanges by 12% by training staff to watch for product damage reduce shrinkage and communicate with customers to ensure satisfaction.
- Scheduling employees for shifts, taking into account shift preferences and availability, to increase employee satisfaction by 15% thereby reduce attrition!
- Handled customer complaints by listening to complaints and fixing problems for 95% satisfaction! Screened applicants, conducted interviews, hired and trained 10 employees!
- Manage a wide range of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Meeting the operational needs of the branch by planning and assigning staff; tracking work results.
- Daily branch operations including cash handling, inventory counting, deposits, crisis management and shift procedures to improve efficiency by 8%!
- Conduct regular training programs for existing staff in customer service and operations; staff planning, staff training, performance monitoring, staff training and development

Accomplishments/Awards:

- Employee of the Month, Best Shop (06/2020 - 07/2020), Implemented marketing strategies that resulted in a 23% increase in sales
- EBITA Growth Incentive, Target Achievement (04/2021 - 05/2021) Exceed sales forecasts by 10%
- Anticipating customer trends and stocking products that led to a 20% increase in sales

Education

Master Of Business Administration**2017-2019***Operations Management- Marketing (Dual)**Institute Of Management and Technology, Kerala, India***Bachelor of Science****2012-2015****Computer Science***College Of Applied Sciences, Kerala, India**(IHRD)*

Skills

- Advanced Excel
- Interpersonal Communication
- Shrinkage Control
- Critical Thinking
- MS Office
- Office Administration
- Document Handling
- Training