



Tapas Ranjan Padhy

📍 Dubai UAE

📞 +971505732931

✉️ tapaspadhy2049@gmail.com

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/tapas-p-70b46a76>

SUMMARY

Experience of Retail Sales in jewellery industry. Expertise in customer services and retail management, and end to end store operations. Displayed ability to perform under tremendous pressures and meet deadline with ease and efficiency. Have good analytical, problem solving, decision making, and organizational communication.

SKILLS

- Customer service
- Retail management
- Store operations
- Analytical skills
- Problem-solving skills
- Decision-making skills
- Organizational communication
- Sales and marketing
- Business strategies
- Training and mentoring
- Inventory management

EXPERIENCE

February 2019 - August 2024

Showroom Manager Reliance Jewels

- Company Overview: Reliance Jewels is one of the growing jewellery industry in India.
- Reliance jewels is having 160 showrooms across India.
- Its dealing with Gold ,Diamonds, Silver & Platinum jewelry.
- Job Role : End to end store Operation
- Planning and executing monthly and yearly store targets of both sales and GSS.
- Optimise different inhouse and outdoor activities to develop customer awareness and brand promotion (BTL activities) to develop and create customers.
- Closely monitoring and maintaining inventory with the support of merchandise team on timely basis.
- Maintain daily, monthly and quarterly reports.
- Floor Supervising dealing customer queries.
- Recruiting and training new staffs.
- Ensure high levels of customers satisfaction through excellent service.
- Maintain outstanding store condition and visual merchandising standards.
- Direct reporting to Cluster Manager and Regional Manager.
- Creating reports on inventory levels, trends, costs, deliveries.
- Performing regular cycle counts to maintain accuracy of inventory records.
- Negotiating contracts with vendors for services necessary for daily operations.
- Implemented systems for tracking operational performance metrics.
- Implemented campaigns and promotions to help with developing goods and services.
- Created effective business plans to focus strategic decisions on long-term objectives.
- Directed operations staff by providing guidance, training, and support in order to meet company objectives.
- Implemented innovative strategies that reduced operating costs while maintaining high levels of customer satisfaction.
- Addressed customer concerns with suitable solutions.
- Connected with clients and developed strategies to achieve sales and customer service goals.

August 2015 - February 2019

Store Head K.D & SONS (KHIMJI)

- Company Overview: Khimji Jewellers, the leading Jewellery store of odisha since 1936.
- Job role : End to end showroom operation.

- Reporting and analysis
- Team management
- Relationship building
- Retail schemes and promotions
- Market coverage and penetration
- Institutional sales
- Brand/product launches
- Stock inventory management
- Sales forecasting and planning
- Purchase order processing
- Supplier management
- Customer satisfaction
- Vehicle sales and delivery
- Retail management (MBA)
- SAP SD
- Dot net (POS)

- Develop business strategies to raise our customers' pool, expand store traffic and optimise profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure compliance with policies and procedures
- Maintain outstanding store condition and visual merchandising standards
- Report on buying trends, customer needs, profits etc
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Be a shining example of well behaviour and high performance
- Dealing with inventory department and control overall stock of Gold, Diamond, Platinum, Silver, Watches, Imitations jewellery, Gems stones, Perfumes, etc
- Preparing daily, monthly and yearly targets and reports
- Handling a store of four floors of around 20,000 sqft area and 120 sales staffs and managers
- Taking daily and weekly meetings with sales staffs
- Direct reporting to COO and Director.

April 2014 - May 2015

Area Sales Manager/ Brand Manager Mohan Bhog (Souchii)

- Looking Orissa, Jharkhand, Bihar, West Bengal, Assam and some part of West Region
- Handling 20 stores of Reliance Trends in my region by managing 20 members of team
- Maintain stock level and motivate team members to achieve the sales target
- Preparing monthly target for my team members
- Monitoring daily reports from team members and submit to my seniors
- Built good relationship with Store Manager and Department Manager for the benefit of the company
- Handling all sales responsibility including LR generate, Stock Ordering, Stock receiving, GRN follow up and floor displaying

July 2011 - November 2013

Marketing Engineer D & H India Ltd.

- Trade management-Effective handling of Wholesalers and Super/Sub Stockiest
- Ensure the promised ROI to the channel by minimizing the gap between Primary and Secondary invoicing

September 2004 - June 2011

Senior Executive M/s Project Sales Corporation

- Dealing all types of Industrial products .
- Maintain and establish relationship with vast industrial customer like NALCO, HAL, VEDANTA, JK PAPER LTD, IOCL REFINARY, BILT etc
- Process the purchase orders by liaising with suppliers or principals
- Review stock purchase by monitoring market conditions, current stock levels, lead time required for manufacturing, potential price increase,

anticipation of new orders from customers, suppliers conditions.

May 2003 - August 2004

Sales Manager M/s: Kalinga Auto Services

- Responsible for selling vehicles and meeting dealership gross profit, volume and customer satisfaction standards.

FATHERNAME

Late Nilanchal Padhy

EDUCATIONDETAILS

MBA in Retail Management,
B.A. from Berhampur University,
SAP SD, Dot net (POS)

LANGUAGES

- English
- Hindi
- Odiya

DOB

20th April 1980