

Krishan Gopal Goutam

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Current Location: Jabalpur MP

Profile Summary

- **Total 11 years of experience in Retail Operations with Future Retail Ltd., Reliance Retail Ltd., Liberty Ma Maison supermarket in Africa & recent with Reliance smart supermarket.**
- Expertise in leading dedicated teams for running successful business operations and service standards for business excellence.
- Consistent performer having a successful track record of making a visible contribution to raising productivity with effective Retail Operations.
- A decisive leader with excellent ability to coordinate with different people at one time under difficult situations and the ability to bring out the best in others while creating a healthy and friendly work environment, thus enhancing operational efficiency

Core Competencies

- Retail Operation
- Sop Management
- Sales Maximization
- People Management
- Customer Relationship Management
- Implementing Growth Strategies
- Training & Development

Work Experience

Assistant Store Manager with Reliance Smart Supermarket, Jabalpur, Madhya Pradesh from August 2019 to till Present

Key areas responsibly:

- Handled the store of 13000 sq. feet.
- Maintaining Stock, taking care of delivery order from Retail Distribution center (WH) and also taking care of sending the non-selling items to Retail Distribution Center (WH) and also Maintaining discrepancy report if any during receiving delivery order from Ware house.
- Maintaining Attendance and Roster of all the Sales Staff, Security & Cashier's.
- Handling Cash in regards to opening and closing both
- Worked on the floor and maintained the brand standard.
- Preparing monthly review for staff.
- Doing cash inspection and inspecting the floor to check that replenishment is happening.
- Maintaining stock inventory, fixtures inventory.
- Merchandising the unit according to brand standard.

Store Manager with Liberty Ma Maison **supermarket**, D.R.Congo **Central Africa**, from June 2018-to July 2019

Key areas responsibly:

- **Managed retail store area of 6000 sqFt.of with the team size of 20 people.**
- Implemented sales plan to generate increased sales for the achievement of revenue targets
- Conducted physical verification of stock in trade with stock in books periodically and implementing effective inventory control methods.
- I have implemented visual merchandising activities like showroom display, stock arrangement in an attractive manner to create effective visual impact for higher conversion.
- Keep focus on shrinkage control,target achievement,maximum utilization of available resources.
- Managed operational functions like Saturday staff briefings, counseling & mentoring, shift management
- Designing & implementing effective procurement schedules along with finalizing the specifications of the materials & establishing the quality & quantity limits for effective inventory control

Store Manager with **Reliance Fresh**, Jabalpur, from Aug. 2014 - April 2018.

Key areas responsibly:

- **Managed the store 6000 sq. Feet with the annual revenue of Rs.43.2 million..**
- Achieved store revenues and played a useful role in managing inventory.
- Implemented local standard of the store which includes visual merchandising, staff grooming and timely replenishment of stock and also ensuring the right stock turns as per requirement of the store.
- Executed Sales promotional activities such as campaigns and events and other branding activities as a part of product launch, brand building and market development effort.
- I have provided training to sales staff to drive top line sales through Up Selling, Cross Selling,repeat selling, Store Hygiene, competition benchmarking, recommendation on changes on range planning based on customer feedback.
- Ensured timely and correct ordering and receiving of all merchandise according to prescribed schedules.

Department Manager-with Big Bazaar hypermarket, Future Retail India Ltd, Jabalpur, from September 2009 -July 2014

Key areas responsibly:

- **Managed Food Department with the Team size of 11 Associates and achievement of around 30 million annually.**
- Created planograms for sections with support of the CMD to impact the sales
- Monitored display and display standards (labels -product, family/sub-family, hygiene, expiry dates, product quality etc) regularly as per planograms.
- Develop MIS reports/metrics relating to analyzing & planning Department and section
- Merchandising product with right product information & tag and offer, if any.
- Responding to customers queries like product features, pricing etc.
- Proficient at preventive maintenance, operation, troubleshooting on a variety of equipment & resolving technical problems
- Working as a successful team member and completing targets within assigned time; resulting in increased revenue
- Managing entire supply logistics, monitoring delivery performances and ensuring availability of materials across all locations as per defined delivery schedules
- Maintaining the stock of material without any variance by conducting stock verification and documentation.

Marketing Executive with **JABALPUR MOTORS**, From April 2008 –Aug 2009 .

EDUCATIONAL CREDENTIALS

- **MBA (Marketing & Finance) 2008** from Punjab Tech University, Jalandhar, First Division
 - **B.Com 2004** from RDVV, Jabalpur, First Division
 - **IT Skills:** MS-Office (word, excel, power point) & SAP CRM knowledge.
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PERSONAL INFORMATION

Father Name : Mr.Rishi Kumar Goutam
Place of Birth : Jabalpur, Madhya Pradesh
Date of Birth : 20th jan.1984
Marital Status: Married
Gender : Male
Nationality : Indian

place :

Date :

(Krishan Gopal Goutam)