



# VIVEK CHITTAZHI KESAVAN

## Branch Manager

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Location: Al Suwaidi Building, No: 42, Flat no: 301, Al Raffa, Dubai

Visa Status: Visit Visa, Expiry: 22/03/2024) | Nationality: Indian

Passport Number: V9054682, Expiry:07/06/2031

## Career Objective

Seeking a Branch Manager position in an organization where my knowledge can be applied and to work as an efficient team member for the development of the organization. And with almost sincerity and dedication so has to enhance my knowledge and skills in the organizational conjunctual with requirements and goals basic academic credentials.

## Professional Experience

### **Branch Manager - Chandarana Foodplus, Kenya (February 2020 – November 2023)**

- Monitored and increased the sales of the store and profit margin by planned and scheduled ordering system.
- Quickly determined customer's needs, and developed a solution to hit the scope of the issue.
- Plan and direct staffing, training, and performance evaluations to develop sales.
- Review operational expenses and costs to determine sales and ensure profitability.
- Conducting meetings with potential customers and organizations.
- Keeping and following the records and registers of customer inquiries, complaints, and sales records.

### **Branch Manager - Choppies Enterprises Ltd, Nairobi, Kenya (October 2017 – February 2020)**

- Supervised and trained a team of 120 in a Hypermarket sized 34000 sqft in sales, merchandising, promotional activities, customer service, and inventory control.
- Implemented and maintained visual merchandising specific to Corporate standards.
- Developed weekly schedules per payroll guidelines while accounting for employee and store needs.
- Monitored and increased the sales of the store and profit margin through the supervision of the service departments (Deli, Butchery, Bakery & F&V).
- Introduced an expense tracking strategy to stay within yearly budget goals which reduced business costs.
- Developed the profitability of the store from -1 to +3.
- Achieved the best manager reward and received sponsorship from Coca-Cola for travel and watch the football World Cup in Russia 2018.

### **Branch Manager - Choppies Enterprises Ltd, Bulawayo, Zimbabwe (August 2015 – October 2017)**

- Analyzed sales and industry trends to maximize profitability in the store.
- Reduced shrinkage from 8% to 1% according to sales ratio.
- Led and motivated a team of 55 in a 20000 sqft area store.
- Oversaw merchandising standards during new promotions.
- Increase customer count and basket value through customer service and avoiding OOS and ensuring availability of (known value items).

## **Education**

- **Apprenticeship**

Steel and Industrial Forging Ltd - Aerospace and Defence (December/2013 – December/2014)

- **ITI in Diploma Mechanical Fitter**

National Council of Vocational Training, Kerala, India (August/2011 – July/2013)

- **12th**

State Board of Higher Secondary Education Kerala, India (July/2008 – March/2010)

- **10th**

State Board of Secondary Education Kerala, India (March/2008)

## **Courses**

- **MS Office:** Word and Excel (2013)

## **Awards**

- **Best Performance:**

- Received an appreciation for the Best Employee and got promotion transfer to Kenya for better operation in the country as its new.
- Received an achievement as the Best Manager and was rewarded with a sponsorship from Coca-Cola to travel and watch the football world cup in Russia in 2018.

## **Lingustic Proficiency**

- Malayalam (Read, Write, Speak)
- English (Read, Write, Speak)
- Tamil (Speak Only)

## **Professional Skills**

- Visual Merchandising
- Inventory Management
- Polarisom retail software
- Pos management
- Shift management
- Product management
- Relationship Management
- Continuous Learning
- Unwavering Professionalism
- Innate Problem-solver
- Communication and leadership quality
- Time management
- Team and individual player