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| Virendra Bhagat |

Pune, India | +91 7507782446 | bhagat.virendra@gmail.com| <https://www.linkedin.com/in/virendra-bhagat-3023323b/>

# Profile

Experienced professional with 20+ years in retail and hypermarkets, showcasing commendable performance and proven results. Expertise includes planning, budgeting, work allocation, and managing hypermarket requisitions. Oversaw retail operations, emphasizing visual merchandising, customer service, and department management. Upheld high standards in integrity, teamwork, discipline, cost consciousness, and transparency. Specialized in category strategies, space allocation, and inventory management. knowledge of consumer needs brand offerings and business processes across a wide spectrum of industries retails store design business operations financial management to deliver superior business results. 9 years of performance-driven experience in customer service within aviation and travel industries.

Key specialization ----

Business operations , Problem solving , leadership, Business Strategic planning nd execution ,

Merchandizing, inventory planning Roi analysis, Procurements , consumer promotions

Digital marketing , visual merchandising , loyalty programme , in store branding .

Accounts management , Store layout , Store management , Warehouse operations ,

Public relations , sales and marketing , corporate sales .

# Experience

## Retails Operations Manager ( Store & Warehouse and Procurement )

## | Easy Day Retails Product Ltd., Food Nation Supermarket Lagos, Nigeria

## Jun 2020 – Present

**Duties & Responsibility**

* Business development and sales forecasting, including long-term and short-term scheduling aligned with forecasts.
* Direct oversight of Direct Purchases, Marketing, and maintaining relationships with Business Clients.
* Leading store operations to maintain optimal inventory levels for maximum cost savings while aligning with sales plans. Conducting variance analysis when necessary.
* Personnel and administrative control of Logistics and suppluy chain management
* Establishing and maintaining a dynamic environment to encourage development opportunities and motivate high performance among team members.
* Exceptional expertise in importing and exporting consumer goods. From UK INDIA etc .ordering and coordinate with importers and finalize with best prices
* Operational management – oversee the day to day shop and warehouse operations of the store Opening and closing procedures ,cleanliness and organized better environment for customers best shopping experience
* Policies and procedures—given time to time staff training , implement company policies and rules & regulations optimize efficiency and minimum shrinkage .
* Inventory management- monitor inventory levels shop ,warehouse stock positions and ERP system get reports stock positions and accordingly stock order issue Lpo and coordinate with suppliers for timely deliver the goods and ensure the stock availability pf product on the shelves counter .
* Cashiers sales reports – daily cash sales end the day reports print at cash points .manage cash handling procedures and reconciliation and submitting to accounts department and coordinate
* Staff management – responsible for recruiting ,training and developing a skills workforce . supervise staff follow rules & regulations as per company guidelines. Time schedule staff shift and assign duties accordingly better operational requirements ad positive work environments and ensure that high standard of customer service and productivity .
* Financial management – develop and implements strategies to boost the sales and profitability and controlling expenses and minimize losses monitor sales trend and customers preferred product opportunities growth and improvement sales . prepare monthly budgets sales , sales forecasts , vendors creditors and debtors reports . sales reports . p&l accounts . loss and damage reports . Discounts sales , promotions sales , inventory stock value , etc reports to management to advice to taken action as needed to achieve financial goals . ability to analyze financial data and decision to achieve business sales growth,
* Customers management – ensure and monitoring that customers receive exceptional service by the staff , cleanliness organization and product correct pricing display on the shelves and handel customers inquirers or complain and feedback in a professional manner and timely resolve the issues and satisfaction to the customers . loyalty programme and promotions, discounts prices and special events inform customers to attract more sales for the company.
* Safety and compliance – knowledge of rules and regulations and requirements of government laws certificates for the retails industries. including health and safety standards , food safety , medical fitness , fire , labour laws , nafdac , and regular check all the certificate and identify address any issue or safety issue promptly . Implements measures to maintain safe a secure environmentally for employees and as well customers .
* Oversing day to day operations warehouse receiving .storages and entire in the erp system .invoicing ,transfer inter branch , supply goods to corporate clients. Implement efficient warehouse process and maximize productivity and minizie losses . Kpis to track operational performance and drive deplove drive decision making

## Retails Operations Manager --  Salloumi Stores Ltd. | Port Harcourt, Nigeria |

## J an 2019 – Mar 2020

**Duties & Responsibility**

* Business development and sales forecasting, including long-term and short-term scheduling aligned with forecasts.
* Direct oversight of Direct Purchases, Marketing, and maintaining relationships with Business Clients.
* Leading store operations to maintain optimal inventory levels for maximum cost savings while aligning with sales plans. Conducting variance analysis when necessary.
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**Branch Manager | J.T. Chanrai& Co. ltd ( Supermarket/ hypermarket ) | Port Harcourt, Nigeria | [[1]](#footnote-1)**

**Jan 2001 – Dec 2018**

**Jan 2001 to 2004 - SHOP FLOOR MANAGER**

**Jan 2005 to feb 2014 – Warehouse and procurements manager**

**Mar 2014 to Dec 2018 – Branch Manager**

**Duties & Responsibility**

* Business development and sales forecasting, including long-term and short-term scheduling aligned with forecasts.
* Direct oversight of Direct Purchases, Marketing, and maintaining relationships with Business Clients.
* Leading store operations to maintain optimal inventory levels for maximum cost savings while aligning with sales plans. Conducting variance analysis when necessary.
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# Education

**Post Graduate Diploma InMarketing Management (PGDMM)**

MIT, Pune (2018)

**Masters in Commerce(M. Com.)**

Devi Ahilya Vishwa Vidhyalaya(DAVV), Indore (1993)

**Bachelors in Commerce(B. Com.)**

## Devi Ahilya Vishwa Vidhyalaya (DAVV), Indore (1991)

# Certifications

* Certified as SCCS-F in Corporate Sales Fundamentals by SMStudy in May 2020.
* Certified in Six Sigma Yellow Belt by SMStudy in May 2020.
* Certified as SCDM-F in Digital Marketing by SMStudy in May 2020.
* Successfully completed a course on Digital Skills: Retail offered by FutureLearn in May 2020.

# Personal Details

* Date of Birth: 05th December 1969
* Address: H-703 Hill Mist Harmony, Off NIBM Road Pune (Maharashtra) – 411048
* Passport Number: Z 2323376 (06/08/2037
* Driving License: India and Nigeria
* Languages: English Hindi Sindhi
* Mobil +917507782446 whatsapp +234 7031008084

1. [↑](#footnote-ref-1)