

Ritesh Vij

Mobile: +91 9872404547
+91 9464259269.

Riteshvij77@gmail.com

Career Precise

Goal oriented professional with working experience of **17+ years**. Proven success in coaching, mentoring and motivating teams to achieve goals.

- Adept in developing & streamlining processes as designed by company to enhance operational effectiveness and meet operational goals within the cost, time & quality parameters.
- Identify opportunities resulting in improving business results, capturing profit, margin improvements within minimal time frames.
- I believe in the benefit of Team Work **"Together everyone achieves more with the Organization"**.

Core Competencies & Skills

- **Business & Process Enhancement**
- **Planning & Organizing Events in Store.**
- **Customer Oriented Approach**
- **Operations & System Analysis.**
- **Vendor Management**
- **Team Building and Supervision.**
- **Critical Thinker.**
- **Active Listener.**
- **Negotiating & Decision Making Ability.**
- **Analytical and Problem Solving Capabilities.**

Professional Accomplishments

Hind Motors(Tata Motor Cars)1999-2003

- Chandigarh Store was Recognized & Awarded as Winners Pan India in **Sales**
- Recognized for leading **Chandigarh store** for **Best Customer Service, Best Training & Best Store Operations**
- Recognized **as Best Manager** to drive **New Initiatives (Buddy & MPOS)** in North.
- **Successfully trained & Inducted 4 Managers to take charge of New Store as Business Manager .**

Globe Toyota(Toyota Passenger Cars)2003-2006

- Chandigarh Store was Recognized & Awarded as Winners Pan India in **Sales**
- Recognized **as Best Manager** to drive **New Initiatives** in North.
- **Successfully trained & Inducted 4 Managers to take charge of New Store as Business Manager .**

Professional Experience

Charisma Hyundai(Hyundai Motors India)2006-2009

- Increasing the loyalty base of customer
- Store at a growth of 11% YOY with apparels growing by 32%.
- Rationalization in certain variable cost leading to profitability.

Big Bazaar Zirakpur 2010-2012

- Got Zirakpur store **Toys business to no.1** in north zone.
- Over-achieved the Target of **1cr** twice in 2 years time in **Exchange Mela** by issuing coupons **worth 1 .03 cr**, getting a business of 6 times more than we do.
- Achieved the **Target of 14 lakhs** given by Store Manager of Big Bazaar, for corporate sale (Diwali gifting in Kanpur)
- Awarded as **Store Guru** by Company for setting standards for Team Development and Compliance of SOP in Store.
- Recognized as the Best Team in Sell through of Aged Stock in Luggage & Toys.
- Appreciated by Top management for initiating many processes e.g. Daily Inventory and Individual Development Program.
- **Outstanding rating** in last two appraisals.
- Part of Store Opening team in Baddi, Ludhiana & Patiala.
- Appreciated by Customer Service Team for excellence in providing customer Service in **e-letter Pathshaala**.

Metro Cash And Carry India(Zirakpur Store)2012-2016

- Building sales of commodities from 1.8 cr avg to 3.25 cr a month with highest figure of 3.75 in Jan14.
 - Strengthened the sale of Fresh from an avg of 42 Lakhs a month to 65 lakhs.
 - YTD target vs achievement of more than 126%.
 - Increased the sale of Horeca customers helping store to build better margins.
 - Holding a record sale of **7.56 lakhs sale in a day** for Fruits and Vegetables.
 - Grocery team awarded with 10k prize with me and my supervisors getting the best DM and sup certificate for diwali sales.
 - Recorded ever highest sale of 22 lakhs in Meat and 49 lakhs in dairy in the month of dec.
 - Awarded with **Best Manager in store** for the year 2013-14.
 - Recognized with **Best Department award to Grocery** for the year 2013-14.
 - Lead the team to get **HACCP** certification for fresh and store for 2014-2015.
- Awarded and Recognised 3 times in a week during metro 50th anniversary for highestdelta growth in target achievement.

My Fresh Retails Pvt Ltd 2020 till date

Responsible for smooth operations of the store keeping in mind the SOP are followed. To support managers in daily operations, ensuring personnel's are providing exceptional service.

- Achieve target productivity metric (sales per employee, staff per sqft) for the store.
- Monitor and control expenses (overtime, local, stock and consumables) through efficient store operations.
- Monitor sales performance against last year, last week and budget on a daily and weekly basis and to give feedback to managers and also to communicate to staff.
- Regularly audit own store administration and resolve any issues.
- Review store reports on sales, commercial profit and stock aging (slow moving, fast moving and non moving items).
- Implement a high standard of customer focus within the store.



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Technical Skills	Software/Tools	Proficiency
	Windows XP MS Office Applications Internet Applications SAP Retail	Proficient Proficient Proficient Proficient
Personal Details	Date Of Birth Marital Status Languages Known Nationality	22 nd April 1977 Married English, Hindi Indian
Reference	Will be furnished upon Request.	