



Sumit Francis

A Highly motivated, results-oriented professional over 18 years of exposure in Retail Operations management. Constantly seeking to achieve more knowledge and sharing and having new experiences to maximize both professional & personal goals

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RESUME SUMMARY

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|-----------------|---|-----------------------------|
| FATHER'S NAME | : | GEORGE FRANCIS |
| DATE OF BIRTH | : | 03-10-1977 |
| LANGUAGES KNOWN | : | ENGLISH, HINDI AND MARATHI. |
| MARITAL STATUS | : | MARRIED |

EDUCATION

- BBA. FROM RAJIV GANDHI INSTITUTE OF MANAGEMENT & TECHNOLOGY, NAGPUR.
- H.S.S.C. FROM HISLOP COLLEGE, NAGPUR.
- S.S.C. FROM ST. JOHN'S HIGH SCHOOL, NAGPUR.

About Me

A dynamic & results oriented professional with operations expertise of 18+Years in:
Mall Operations / Departmental Store operations /Administration / Facility management, Cost & Budgetary control, Internal & External Audits, liaising & Coordination, Training Development, Shrinkage Control, property Management ,Inventory Control, Strategic planning Revenue optimization Strong in operations, Organized and effective at encouraging staff, analytical problem-solver with proven team building and management success.
Have handled a team of 350 plus people @ Central which includes 12 Managers, 7 frontend & 5 backend

Profile Summary

- A dynamic professional with years of extensive experience in devising and implementing optimum business strategies to enhance business development, quality standards across all department viz Mall Operations, Vendor Management.
- Extensive experience in planning , supervising and managing the entire Mall operations , resource planning, procurement and Maintenance , maintaining inventory levels for smooth functioning of all departments.
- Expertise in designing & implementing SOP (Standard operating procedures), training programs for bringing keen customer focus, high energy levels and team spirit in the employees.
- Command over avenues for generating revenue and cost control, maintaining excellent equilibrium between the revenue vis-a-vis expenditures.
- A thorough professional with extensive experience in multitasking and ability to handle multiple functions.

Previous Profile: - Divisional Manager Operations (MH)

Location: Nagpur

CENTRAL Mall (Future Lifestyle Fashions Limited)
2020

Dec-2012 to Sep-

Overall responsibility of operations of 3 stores Nagpur, Nasik & Indore
Taking care of different teams comprising of over 250 people including sales, warehousing, cashiering, facility & admin teams (security, maintenance, housekeeping)

Was also taking care of two business categories of the Store-Youth wear & Lifestyle Category which contribute to a Total of 46% to the overall store sale which is over 100 Cr on an average annual basis.

Sales & Revenue

- Prepare & achieve sales of the store as per the annual business plan.
- Plan & achieve margins to achieve top line & bottom line.

Operations

- Ensure SOP adherence.

- Ensuring regular audit of warehouse, cash room, fire & Safety, Security & housekeeping reviews to meet desired standards.
- Coordination with different departments for operations effectiveness.
- Ensuring effective maintenance & cleanliness of property

People Management

- Develop & maintain a motivated and enthusiastic team for achieving and exceeding targets.
- Responsible for grooming and development of staff for future roles.

Customer Service

- Customer relations management.
- Resolving customer complaints.

Inventory Management

- Coordination with warehouses for stock movements.
- Ensuring the optimum stock levels through efficient ordering system.
- Ensuring minimal shrinkage.
- Daily global count.
- CCPI of top 20 shrinkage brand.

Controlling Pilferage

- Development and implementation of systems to control pilferage/shoplifting in coordination with profit protection cell.
- Monthly training of profit protection cell & Disaster management team.
- Weekly training of security & housekeeping on grooming , fire safety & loss prevention

Vendor Management

- Negotiation of all AMC & Contract Vendor, Repair & Maintenance.
- Identifying new vendor for more competitive rates
- Creating of PO & Work order
- Bill Booking & follow up of vendor payments with commercial team.

Past Profile:-

Operations Manager

Milestone Projects & Property Management Pvt.Ltd.

Rajkot, Gujarat

Grand Central Mall
2012

Location:

July-2008 to Oct-

- Building brand identity and its perception by enhancing service standards maximizing mall returns.
- Develop and deploy the mall management strategy implement policy and process related to parking, housekeeping, pest control and façade cleaning across all the mall & common.
- Identify new clients and negotiate with prospective tenants to maximize income in line with the business plan.
- Ensure proper tenant mix and zoning within the mall in line with business strategy and market demand and to achieve desired footfall.
- Develop and maintain a long term beneficial relationship with all existing tenants and retail groups by interacting with them on regular basis and resolve their issues to ensure continued and future business.
- Prepare an review overall budget for operations department incorporating operations, security ,housekeeping, and engineering expenses
- Ensure adherence to the budget assigned for various activities /areas of operations (such as security, housekeeping, engineering etc.)
- Monitor completion of leasing and administration process by retailer, provide with occupant's manual and monitor adherence to all polices/procedure related to store display, logistics, garbage, mall timings etc.
- Prepare plans and schedules for regular and periodic maintenance in conjunction with relevant department heads and follow up on quality and execution.
- Maximization of revenue & collection, additional revenue like storage space, SOH & optimum utilization of parking space & regular follow up of rent & cam collection.
- Defining service standard for engineering, Housekeeping, security agency in line with cooperate standards & develop the deployment plan with the team.
- Define parking guidelines / rules for the parking operations and ensure parking revenue maximization through effective utilization of parking space & to improve the overall service level
- FLS, security and parking- zero tolerance for FLS and ensuring all equipment installation are always in healthy working condition.

- Ensure monthly training on fire & safety, disaster management & mall evacuation in coordination with fire department.
- Event Execution – working closely with marketing team to ensure smooth flow of event without compromising on overall quality.
- Liaise with local municipal authorities/government and other regulatory bodies along with manager liaison and ensure that all license & permissions are in place.

Assistant Department Manager
Maharashtra
 Big Bazaar (Pantaloon Retail India Limited)
 2008

Location: Nagpur,

Sep 2006 – June

One of the leading Stores in India, having more than 100 stores throughout India.
 Reporting to Store manager, responsible for the entire Kids, Home linen, wellness, department in big bazaar spread in the area of 120,000 sq. ft.

Sales & Revenue

- Prepare & achieve sales of the store as per the annual business plan.
- Plan & achieve margins to achieve top line & bottom line.

Operations

- Ensure SOP adherence.
- Ensuring regular audits & reviews to meet desired standards.
- Coordination with different departments for operations effectiveness.

People Management

- Develop & maintain a motivated and enthusiastic team for achieving and exceeding targets.
- Responsible for grooming and development of staff for future roles.

Customer Service

- Customer relations management.
- Resolving customer complaints.

Inventory Management

- Coordination with warehouses for stock movements.
- Ensuring the optimum stock levels through efficient ordering system.
- Ensuring minimal shrinkage.

Visual Merchandising

- Visual Presentation of Store and its merchandise
- Ensuring clear cut communication through signages.

Controlling Pilferage

- Development and implementation of systems to control pilferage/shoplifting in coordination with profit protection cell.
- Monitoring day to day departmental operations from merchandizing, inventory, sales, targets, reporting, sales force, customer care, visual merchandizing.
- Handled customer complaints, competitor activities information and feedback.
- Allocated leave plans and breaks to ensure ample work force on floor to ensure customer service and sales.
- Responsible for communication of new products, latest fashion, and benchmarking performance on a regular basis.

Westside, A unit of Trent Ltd. (Tata Retail Enterprise)

Sales officer.
 06

Nagpur Maharashtra, India

Sep 02- to Sep

Duties & Responsibilities:

- Reporting to Store Head, – responsible to maintain and improve sales target of the department.
- To ensure proper replenishment of the stock on shop floor.
- To optimize staff performance through proper coaching and training for the development of staff in line with role profile and core competencies.
- To deliver a superior customer service experience by effectively managing after sales service.
- To ensure effective application of operating system, policies and procedures,

- To ensure that the visual merchandising and layouts is in the line with planogram and agreed principles.
- To ensure proper grooming and cleanliness of staff.

PROJECTS

- **Goregaon West Central-Store Launch (2017)**

Was in charge procuring and establishing important vendors whilst closely working with the projects team to make the store operational for a good and safe Shopping experience.

- **Nagpur Central-Store Launch (2012)**

Complete Operational responsibilities, mediating with builders and property managers to eventually taking on the permanent role of operations manager in the same division.

- **Conducting Quarterly Audits:**

Conducting quarterly Audits in store warehouses, Cash rooms, and Customer experience depts. In Nagpur, Nasik Centrals & Indore Store.

AWARDS & ACHIEVEMENTS

- **Best in shrinkage control (2015 & 2017)**

CENTRAL -(A Division of FLFL)

Was awarded Best ranking shrinkage control store in the annual General meeting of CENTRAL

- **Best in store operations (2018)**

CENTRAL- (A Division of FLFL)

Was awarded best store operations in the annual general meeting of CENTRAL

Reference

- 1) **Mr. Sachin Sahasrabudhe**
Edelweiss Alternative Asset Advisors Ltd.
Vice President -Commercial Real Estate Fund.
Mobile: +919819902525
- 2) **Mr. Vijay Kumar N**
Operations Head
Central (Future Lifestyle Fashions limited)
Mobile: +919342586964.
- 3) **Padmakumar Kutty**
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I hereby declare that all the information furnished above by me is true and complete to the best of my knowledge and belief.

Sumit Francis