**RAPHEL V J**

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**+919947699552**  
 **+919847301745**

In pursuit of career enhancing opportunities in the field of Store Management and Administration with an organization of high repute, preferably in Retail sector

**PROFILE SUMMARY**

* A dynamic professional experience of 13 years in Sales, Store Management, Retail Operations in retail sector.
* Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction.
* Deft in conducting competitor analysis by keeping abreast of market trends & competitor moves and identifying prospective clients from various sectors & generating business from the existing.
* Adept in handling all the retail operations - detailed market analysis, range & product selections, store operations and customer servicing.
* An effective communicator with excellent relationship building & inter-personal skills

**CORE COMPETENCIES**

P&L Accountability:

* Overseeing profit center operations and accountable for increasing profitability and achieving business objectives within budgeted parameters
* Developing strategy, overseeing team & individual performance and managing daily activities

Sales & Business Development:

* Formulating business plans for overall development & accomplishment of top and bottom-line profitability
* Developing new customers and negotiating with them for securing profitable business.

Customer Relationship:

* Managing customer centric operations & ensuring customer satisfaction by achieving service quality norms
* Attending customer’s complaints & undertaking steps for effectively resolving them

**ORGANISATIONAL EXPERIENCE**

* Working with Bismi Group–Bismi Hypermart as a Cluster Head Nov-01 2019 Onwards

Responsibilities:

* Overseeing all the Trading and Service areas by delegating the task to employees.
* Extending support to the Store Team to drive sales and day-to-day operations and attaining store shrinkage goals.
* Setting up the new and existing loss prevention procedures and designing the labour structure of all the areas by making sure right people
* Accountable for taking decision according to the labour budget of the store and facilitating customer service by addressing customers’ concerns promptly
* Managing sales, profit, damage & expiry, labour and customer service performances
* Liaising with suppliers, buyers and planners to recognize high profit sales items, giving feedback about the performance of their products and merchandising the products according to sales and profit potential
* Cross-trained personnel on additional skills, saving labor costs, improving productivity and boosting employee job satisfaction.
* Merchandised and positioned products throughout the store to maximize sales and profits.
* Maintained physical store location, including making daily store inspections and ensuring safe and efficient facility operations.

**PREVIOUS EXPERIENCE**

* 7.5 Years’ experience in Adity Birla Retail as a Store Manager ( More for u )
* 1.5 Years’ experience in Regency Group as a FMCG Department Manager (Grand Mall Hypermarkets, Qatar)
* 1 Years’ experience in Regency Group as a Asst : Mall Manager (Grand mall Hypermarkets, Qatar)
* 2.5 Years’ experience in Bismi Group as a Store Manager (Bismi Hypermarkets, Perinthalmanna )

**EDUCATION**

* Graduation

Skills: Well versed with MS Office Suite (Oracle, Word, Excel & PowerPoint) & Internet Applications

**PASSPORT DETAILS**

* Passport No : M 1904056

**DRIVING LICENSE NO**

* **License No : 28735648381-GCC**
* License No : 11/5086/2005-INDIA

**PERSONAL DETAILS**

Age : 32

Date of birth : 22.04.1987

Name of Father : Joseph V K

Name of Mother : Mary K R

Linguistic Abilities : English, Malayalam, Hindi, Tamil

Residential Address : Nazarath Bhavan,

: Karuvissery PO,

: Calicut : 673010

Nationality : Indian

Marital Status : Single

**Declaration**

It is my profound conviction that I am capable to work in your esteemed organization with at most sincerity and dedication, to the best of your satisfaction. I hereby declare that the information furnished above is true to the best of my knowledge.

**Place: Calicut**

**Date:**

**RAPHEL V J**