Anubhaw Sinha

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Aiming jobs in Operations with a growth-oriented organization

CAREER OUTLOOK

* 14 years of work experience in handling retail operations.
* Experience of handling team of more than 60 for achieving the deliverables.
* Ability to motivate personnel towards achieving organizational objectives & adhering to industry best practices.
* Possess strong communication, interpersonal and relationship management skills.
* Skilled at planning and budgeting, employee training, adherence to company standards and customer relations.

ORGANISATIONAL SCAN

June 21-Till Now: Senior Store Manager Vishal Mega Mart

Area of Expertise

|  |  |  |
| --- | --- | --- |
| * Customer Service Management
* Complaint Handling & Resolution
* Retail Operations Management
 | * Customer Satisfaction Enhancement
* Front-End Supervision
* Sales & Margin Improvement
 | * Teambuilding & Training
* Cost-Reduction Strategies
 |

Key Deliverables:

Financial:

* Generate Sales for the assigned category
* Assist in completing price changes within the department.
* Assist in bringing up sales at registers and/or bagging merchandise.
* Execute plans to maximize sales as set by the immediate superior.

Customer:

* Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
* Assist customers in locating merchandise.
* Communicate customer requests to management.
* Maintain an awareness of all promotions and advertisements and inform the customer on the same.
* Handle customer queries effectively.
* Give tours of facility and provide customer feedback.

Operational:

* Assist in floor moves, merchandising, display maintenance, and housekeeping
* Assist in processing and replenishing merchandise and monitoring floor stock.
* Participate in year-end inventory and cycle counts.
* Any other tasks as assigned from time to time by HO.
* Merchandise supply management for Omni partner TATA Cliq.
* Merchandise Buying feedback & assistance to buyer as per the regional customer demand.
* Assist in ensuring achievement of set targets in terms of service standards for customer transactions and operations

People Management:

* To facilitate the professional & personal development of the subordinates.
* To cultivate, promote and maintain company's culture through teamwork, collaboration, development of people and achievement of targets.
* To manage and motivate the store team to increase sales and ensure efficiency
* To ensure timely review and feedback takes place for all store employees
* To ensure the adherence to SOPs in Store.

JAN’17-Dec 19: TRENDS Ltd (Reliance), City Mall Lucknow as a Store Manager

Area of Expertise

|  |  |  |
| --- | --- | --- |
| * Customer Service Management
* Complaint Handling & Resolution
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|  |  |  |
| --- | --- | --- |
|  |  |  |

July’11-Dec’ 16 : DLF Brands Ltd (Mothercare & DKNY),DLF Emporio New Delhi as a SM

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Financial:

* Generate Sales for the assigned category
* Assist in completing price changes within the department.
* Assist in bringing up sales at registers and/or bagging merchandise.
* Execute plans to maximize sales as set by the immediate superior.

Customer:

* Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
* Assist customers in locating merchandise.
* Communicate customer requests to management.
* Maintain an awareness of all promotions and advertisements and inform the customer on the same.
* Handle customer queries effectively.
* Give tours of facility and provide customer feedback.

Operational:

* Assist in floor moves, merchandising, display maintenance, and housekeeping
* Assist in processing and replenishing merchandise and monitoring floor stock.
* Participate in year-end inventory and cycle counts.
* Any other tasks as assigned from time to time by any manager.
* Assist in ensuring achievement of set targets in terms of service standards for customer transactions and operations

People Management:

* To facilitate the professional & personal development of the subordinates.
* To cultivate, promote and maintain company's culture through teamwork, collaboration, development of people and achievement of targets.
* To manage and motivate the store team to increase sales and ensure efficiency
* To ensure timely review and feedback takes place for all store employees
* To ensure the adherence to SOPs in Store.

**Administration**

* Local administration tie-ups and liaising with govt. bodies.
* Maintain cordial relation with landlords & local authorities.
* Vendor relationship & management.
* Ensure SOP adherence.

**Inventory management**

* Coordination with warehouses for stock movements.
* Ensuring the optimum stock levels (net week cover).
* Implementation of system to control pilferage/shoplifting.

Jan 09-July ’11: Thomas cook India Ltd as an Asst Manager IGI Airport New Delhi

Key Deliverables:

* Responsible for all the Exchange of Foreign currency at Airport.
* Monitoring, Reviewing and analyzing sales/achievements.
* Coordination with departments for operations effectiveness.
* Ensure the follow up of dynamic selling approach & customer service.
* Ensuring regular audits & reviews to meet desired standards.
* Maintaining the record of Corporates.

Jan 07-Jan 09: Shoppers Stop Ltd Lucknow as a CTA

Key Deliverables:

* Making Report like DSR, FC Mix, Conversion Report, Exchange Report Etc.
* Monitoring, Reviewing and analyzing sales/achievements.
* Coordination with departments for operations effectiveness.
* Ensure the follow up of dynamic selling approach & customer service.
* Ensuring regular audits & reviews to meet desired standards.
* Maintaining the record of Corporates.

ACADEMIC CREDENTIALS

2005 Bachelor of Arts from Gorakhpur University.

2002 Higher Secondary Certificate from U P Board.

2000 Senior Secondary Certificate from U P Board.

IT FORTE

Operating Systems : Windows, MS DOS

Applications : MSOffice, MMS, WINDSS, SAP

PERSONAL DOSSIER

Date of Birth : 20thFeb, 1985

Residential Address : EWS 684, Shastri Nagar Gorakhnath Gorakhpur.
Nationality : Indian

Passport Status : Yes

Marital Status : Married

No. of Dependants : 4

Driving License Details : Available - Indian

Linguistic Abilities : English& Hindi