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| **RAKESH ANIL SHINDE** **Store Operations / Administration**  |
| **Contact**: +91 **9967670681** | **E-Mail**: rakeshshinde080@gmail.com |
| **SNAPSHOT** * A competent with experience in managing **Retail Store Operations** including customer facilitation, stock management
* Skilled in preparing **visual merchandise manuals & strategies**, store development education & KPI knowledge and budget responsibility for the department of Retail Concept
* Skilled in organizing, interpreting and communicating information to facilitate the decision-making process of the top management
* Strong in **maintaining cordial relationships with clients**, collaborating with them for achieving their strategic objectives by effectuating management controls and effectively managing processes to facilitate the required change
* Strong proficiency in the MS Excel environment
* An effective communicator with exceptional relationship building skills

**AREAS OF EXPERTISE**Retail Store OperationsBackend Operations Documentation Database Management Reconciliation Training & DevelopmentTeam ManagementProduct Promotion**ACADEMIC DETAILS** * HSC from Mumbai University.

**PERSONAL DETAILS**  DOB: 6th Oct 1991 | **CORE COMPETENCIES** * Establishing new stores from scratch through props to enhance store display, stocks, visual merchandising & so on
* Designing & implementing sales plans and new product concepts to generate increased sales for achievement of revenue targets
* Creating MIS report and presenting it to the concerned department
* Monitoring the implementation of MIS processes and evaluating their effectiveness
* Formulating company performance reports and analyzing them as per company prospect
* Designing reporting formats to provide accurate information in a clear and concise manner
* Collecting and maintaining data of different locations, uploading the same into the system and preparing report as per management requirements
* Maximizing customer satisfaction level by on time delivery, resolving complaints and providing efficient services
* Interfacing with cross-functional departments for drafting procurement plans of various products; managing budget and planning the funds for procurement & sourcing of materials
* Monitoring marketing operations for achieving increased growth & profitability; initiating market development techniques
* Efficiency in sales operations and meeting of individual & group target

**ORGANIZATIONAL EXPERIENCE** **Since July 2016: Marks & Spencer Reliance India as Section Manager** * Managing staff availability on the floor and tracking Sales and motivating team for achieving their indivi indual targets; maintaining standards on the floor
* Checking customer requirement and taking action and follow-up
* Processing online orders from accepting to packaging and dispatching.
* Auditing service standard on the floors, sharing the feedback on the same with staff and tracking the performance
* Tracking the sales target on periodic basis and analyzing the category permanence and taking corrective actions like stock requirements, promoting non moving lines by running competitions in team, sending stock requirements for the fast moving lines.
* Generating MIS reports from SAP and arranging them as per management requirement for meetings
* Updating the sales tracker in different sheets to provide at different hierarchy
* Cash Management: Daily Cash collection checks, Cash Banking, Daily Till Checks, Cash till spot checks, Cash till training for process updates and refresher if required.
* Inventory Management: Stock inward and outward process in SAP, arranging stocks from other stores by raising PO for customer requirements. Preparation for inventory count planned for every quarter.
* Sourcing merchandise tracking and keeping follow-up with marketing team for returns.
* Maintaining Repair and Maintenance checklist to ensure quick response to any maintenance work required.
* Keeping boards updated with communication received from Operations and HR Team, cross checking with staff for their understanding.

**Jan’13 - June’16: Van Heusen (Aditya Birla Group) Mumbai as Sales Advisor*** Managing Menswear including merchandising standard and stocking.
* Displaying merchandise as per VM notes, also recognized by Regional VM for good display maintaining.
* Maintaining the standard on the floor keeping in mind the customer convenience for shopping.
* Checking prices in system and keeping concern manager in loop if any price maintenance required.
* Responsible for store opening and closing procedures, and following checklists.
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