**Raj Aggarwal**

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10 years of experience in “**Retail and Services Industry**”, Functional areas: “Core Retail Operations, Retail strategy, Retail marketing, Business development, negotiations and agreement execution, Process management and Problem solving.

**Synopsis**

* Experience in “**Retail industry**” in Retail operations and strategy, Business development
* Hands on Experience in retail operations, store operations, new store openings etc.
* Possess Excellent communication (oral and written), interpersonal and presentation skills towards establishing business relationships and negotiations to achieve targeted objectives.
* Ability to empathize, support and express.
* Highly Creative and open approach in exploring newer ideas for team management, motivation, coaching and mentoring

**Core Competencies**

***Retail operations:***

* Focusing on number driven orientation.
* Identification of gap areas in current scheme of things and suitable action plans for suffering areas
* Targeting core area like KPI delivery , Shrinkage management , employee motivation for improved results
* Ensuring healthy retail environment with customer satisfaction (internal and external) and retention being priority

***Process Orientation:***

* Process driven approach to make the communication effective through process formats reports and feedback mechanism
* Developing formats , process documents to standardize and control important activities though standard operating procedures
* Problem solving through ensuring the solution for the root of the problem and not a surfaced approach

***Team Management***:

* Work on a mix of MBO (management by objective) and Participative(lead by example) styles of management
* People development with career progression , succession planning , alternative success paths and retention being priorities

***Financial acumen and cost optimization:***

* Optimization of cost with in frame work, controlling apex and manpower budgets and ensuring resource optimization.
* Hands on with negotiations with landlords, internal and external customers/vendors

**Employment Recital**

***1.May”2011 to Dec” 2015 with* Marks and Spencer Reliance India Pvt. Ltd.**

**Key Deliverables:**

* Providing support, Feedback and responsible the department.
* Managing and coordinating with Projects, Franchisee and other internal customers
* Cost Optimization and budgeting of manpower , operational costs and profitability
* Managing retail environment with customer satisfaction and retention being priority
* To oversee product shelf life management in line with First in First Out approach.
* To monitor trade-in products, its inventory management and controlling its logistics and disposal
* Ensuring retail optimization through delivering KPI’s
* Merchandise reconciliations and audits
* Ensuring effective business communication through various processes, reports and feedback mechanisms
* To ensure achievement of set targets in terms of service standards for customer transactions and operations.
* To oversee all point of sales activities which includes - sales transactions, tracking customer orders and payments, registering sale and maintaining inventory updates, providing service, handling returns and refunds, gathering consumer data for feedback

**Significant Highlights:**

* Awarded thrice **WOW** card
* Received an award for  **Great Service Award** in Mystery Shopping.
* Initiated and ensured the smooth opening of Company outlets at South Ex., Connaught Place and

Rohini New Delhi

* Received Employee Of the Month award.

**Promotions:**

* Promoted as a Coach in October 2011and transferred in DLF Vasant Kunj Store.
* Promoted as a Section Manager in Feb 2013.

***2.Jan”2016 to April 2019 with* H&M India Pvt. Ltd.**

**Key Deliverables:**

* Handling the team size of 14 Sales Advisors and 2 Visual Merchandisers.
* Managing 10000sqft with the average business 1.5cr a month.
* Responsible for dept. layout guidelines.
* Acting Store Manager in absence of Store Manager
* Responsible for People Training and Development.
* Responsible for great Customer Service Experience and Satisfaction
* Conducting Staff Interview and hiring process.
* Responsible for Store and Department target achievement.
* Coordination with merchandisers for availability and stock level in store.
* Conducting Midyear and yearly Performance appraisals of staff.
* Handling Area and Country level Visits.
* Managing and controlling shrinkage.

**Trainings:**

* Got all the class room trainings about company’s core values and procedures in Oxford street London.
* Sales Advisor training in Regent street store London.
* Trained for the current profile (D.M) in Metro centre store New Castle, U.K.
* E.R (Employee Relations) training in New Castle Store, U.K
* Recruitment training and conducted live recruitment centre.
* Employee Relation India training in India.

**Significant Highlights:**

**Initiated three big designer launches including Studio and Kenzo**

**April 2019 to Nov 2019 with Reliance Brands Limited**

* Working as a Store Manager.
* Accountable for the overall store operations.
* Responsible for profit and revenue generation.
* Responsible for Topline achievement.
* People handling and development.
* Create weekly and monthly Reports.
* New staff hiring

**Feb 2020 to Till date with Landmark Group Home Centre UAE**

* Working as a Floor Manager.
* Accountable for entire store House Hold Business and Topline achievement.
* Managing 12000sqft with the average business of 2.5cr per month.
* Responsible for KPI management.
* Responsible for staff scheduling.
* Handling a team of 15 people.
* Responsible for staff yearly appraisals.
* Coordination with warehouse staff for proper stock management.
* Responsible for store V.M.
* Handling staff & customer escalations.

**SCHOLASTICS**

* **Completed 10th from St. Sawan Public school Haryana.**
* **Completed 12th from NIOS Delhi.**
* **Completed Graduation from C.M.J University.**

**PERSONAL DOSSIER**

**Father’s Name** : Late. Mr.S.K Aggarwal

**Date of Birth** : 16th August 1988

**Marital Status** : Married

**Languages** : English, Hindi & Punjabi

**Address** : 1-C/83 1st floor, Namdhari Colony Ramesh Nagar,

New Delhi