**SAROJ KUMAR PANDA**

**Mobile**: +91 9463005337 **E-mail**: Panda.saroj5337@gmail.com

**Process Management – Operations Management – Customer Relationship Management.**

Insightful experience of **12 years in the areas of Operations Management, Process Management, Team Management & Customer Relationship Management.** Experience in analyzing business potential, conceptualizing and executing strategies to drive sales, augment turnover and achieve desired targets. Proficient in leading teams for running successful process operations, experience of developing procedures, service standards of business excellence. Proven track record of managing process/SOP and streamlining workflow. Excellent interpersonal, communication and organizational skills with demonstrated abilities in team/crisis/customer relationship management.

**Key Competencies**

**Process Management**

* Mapping business requirements and coordinating in developing and implementing processes in line with pre-set guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing measures to maximize customer satisfaction level.
* Conducting internal process audits & process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines.

**Operations Management**

* Framing work direction & plan for associates after assessment of their capabilities, preparing & presenting various weekly/monthly MIS reports pertaining to process/productivity.
* Setting up targets, SOP (Standard Operating Procedures) & SLA (Service Level Agreement).
* Providing value added solution services by program reviews; monitoring the post service activities like follow up with the clients, service reminders and handling customer grievances for superior solution centre experience.

**Customer Relationship Management**

* Mapping client’s, identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
* Setting our quality standards for various operational areas, ensuring a high-qulity customer experience while adhering to the SLA’s and work processes.

**Team Management**

* Managed a team of 230 people and performing functions viz manpower planning, recruitement & selection, induction, performance appraisal, training, etc.
* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Conceptualizing & developing need based training for developing multi skilled work force within sub processes for optimum efficiency.

**Business Development**

* Identifying prospective clients, generating business from new clients & developing them to achieve consistent profitability.
* Forecasting sales operations every month and quarter.

**Lifestyle International Pvt.Ltd. Business Manager April’14 – Till Now**

**Key Responsibilities**

* As a Business manager responsible for efficient store operations for 35000 Sqf. Area.
* Responsible for store target & achievements.
* Responsible for implementation of Retail standard on Floor & Addressing customer grievances & Queries.
* Responsible for implementation of all promotional activities & coordination with merchandise controllers & Marketing team for promotional stock.
* Responsible for Store Audit & cost controlling in P&L.
* Responsible for people development & provide a Excellent work environment.
* Carried out process audits for ensuring the procedures are being followed and highlighted factual inaccuracies at initial stage at which it can be controlled.

**Highlights**

* Consistently achieved a high level of customer satisfaction buy exhibiting a positive attitude & building trust, by ensuring commitments are met & expectations are exceeded by offering additional services in line with customer needs & priorities.
* Maintained office records, registers and legal documents & licenses.
* Conducted training sessions and updated the team members about the changes in policies.
* Reduced the time required to respond to the customer requests and improved customer satisfaction by providing front line counter staff with the skills, knowledge authority needed to resolve customer enquiries and complaints.
* Performed productivity & cost analysis that resulted in re-direction of resources towards high potential areas. Ensured adequate staffing, deployment and utilization of resources.

**Reliance Trends Ltd. Store Manager March’13 – March14**

**Key Responsibilities**

* As store manager responsible for efficient store operations for process adherence, customer satisfaction, stocks and store related issues area of 20226 Sq ft.
* Responsible of Opening and Closing of my Store.
* Addressing customer grievances & Queries.
* Responsible for implementation of all promotional activities & coordination with merchandise controllers & Marketing team for promotional stock.
* Performed productivity & cost analysis that resulted in re-direction of resources towards high potential areas. Ensured adequate staffing, deployment and utilization of resources.
* Carried out process audits for ensuring the procedures are being followed and highlighted factual inaccuracies at initial stage at which it can be controlled.

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**WESTSIDE (Trent Limited) Asst. Manager Operations Oct’2010 – Feb’2013**

**Key Responsibilities**

* As Asst. manager Operations responsible for efficient operations of Cash Office, stock Movement, stock replenishments, store report, HR & Admin.
* Handling a team of 90 persons and performing functions.
* Addressing customer grievances & Queries.
* Manpower allocation, staff training & keeping a track of the performance of the staff.
* Strategic planning to achieve MTD & YTD targets and sales maximization.
* Responsible for implementation of all promotional activities & coordination with merchandise controllers & Marketing team for promotional stock.
* Staff appraisal & feedback on weaknesses & area of improvements.
* Responsible for stocks, stock takes & variance confirmations given on time.

**Highlights**

* Maintaining international retail standards, visual merchandizing & floor layouts.
* Dealing with Staff & customer related issues proactively & supporting team members when required.
* Allocating individual sales (target to be fixed vs. achieved) & analyzing targets on daily/weekly basis, analyzing achievements /shortfalls & action plan for the same.
* Manpower allocation, staff training & keeping a track of the performance of the staff.
* Periodic visit for market survey to understand trends and product of competition and regular feedback to the Operations manager, merchandiser & buying team.
* Submitting brief Monthly reports to the BM, RM & Buying team on retail review covering aspects sales (quarterly, monthly & yearly), stocks promotions, new launches & staff.

**Westside (Trent Limited) Department Manager Aug’2007 – Oct’2010**

**Key Responsibilities**

* Responsible for operations of Apparels & Lifestyle department of an area of 8000 Sq ft.
* Handling a team of 40 persons & performing functions related to it.
* Product analysis – department wise, brand wise, size wise & giving feedback of same.
* Responsible for maintaining proper SKU’s in co-ordination with the buyer’s & warehouse.
* Maintaining high standards in window display & in store visual merchandising as per the display guidelines.
* Responsible for opening & closing of the store.

**Highlights**

* Allocating individual sales (target to be fixed vs. achieved) & analyzing targets on daily/weekly basis, analyzing achievements /shortfalls & action plan for the same.
* Effective Back store management and stock transfers.
* Manpower allocation, staff training & keeping a track of the performance of the staff.
* Functioned as a Customer Service & Product Knowledge Coach and impart training to the present staff as well as to the staff who joins the company.
* Functioned as HR manager of store & take care of recruitments, attendance, salaries & incentives of the staff.

**Professional Developments**

**Successfully completed training on:**

* Time Management, People Management.
* Customer first & Cycle of Service.
* Managerial & Leadership Training.

**Previous Assignments**

**Primus Retail Pvt.Ltd. Store Manager July’2006 – July’2007**

**United Colors of Benetton**   **Store Manager Feb’2004 – June’2006**

**Education**

* 10+2 form Mahatma Gandhi Mahavidyalaya Orissa
* Bachelor of Commerce Sambalpur University Orissa.

**Personal Details**

Date of Birth : 02nd May 1984

Address : Plot No-907, lower Bali Jodi, and Po: - BadaSonaparbat, Rourkela:-07,Sundarghar, Orissa

Languages : English, Hindi, Punjabi.

Marital Status : Married.