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***Career objective***

● I am interested in obtaining my career in Retail & service industry. I feel with my years of experience and dedication I will be an asset to your company. I am aggressive; career oriented and works well under high pressure.

**Profile Summary**

● A competent professional with around **10 years** of experience in: ~ Operations Management ~ Team Management ~ Category Management ~ Retail Store Operations ~ Checkout ~ Customer Service Management ~ Inventory Control

● Experience in executing various promotional activities / events and escalating business, profitability and market coverage.

● Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction with the product and the service norms.

● Strong organizer, motivator, team player and a decisive leader with a successful track record in directing from original concept through implementation to handle diverse market dynamics.

● An effective communicator with excellent relationship building & interpersonal skills.

**Core Competencies**

● Developing plans for achievement of the goals; implementing sales promotion plans & new store concepts to generate sales for achievement of targets

● Conceptualizing visual merchandising displays, windows & design of retail outlets for maintenance of a high-end store image; setting-up the new units, identifying locations, negotiating with suppliers & related works.

● Handling price management based on store formats, city clusters and margin management through price benchmarking.

● Analyzing latest marketing trends and tracking competitors’ activities and providing valuable inputs for fine tuning sales & marketing strategies

**Career Milestones**

● Received an appreciation and promotion **(Store Supervisor)** from the Spar International for Best Customer service, Innovative Ideas in Cross –Merchandising and aggressive hospitality for customer service & Received an appreciation from Khimji Ramdas (Spar International) for Innovative change in shelves Adjustment.

● Handled the Retail Operations With Metro Wholesale (Team leader-fresh) Market in Indore.

**Organizational Experience Since Feb -2015 to July 2019 with Spar International Oman As a Store Supervisor Oman.**

**Since Sept-2019 to till date with Future retail easy day store As a Team Lead (Easy day club) Lucknow (Uttar Pradesh).**

**Key Result Areas:**

● Handling 8-10 manpower in Department through excellent knowledge of people management.

● Maintain Stock availability and check GAP report of Department.

● Shelf availability, and aggressively focus on Core article.

● Focus on customer service and maintained the standard as per organization requirement.

● Timely complete task of our department and focus to maintain smooth operations.

● Control SHIRNKAGE & DUMP which hits our MARGIN.

● Manage Inventory, Daily monitoring Stocks label as per Stock required and fallow proper Plano gram.

● Manage Visual Display.

● Implement the Merchandise Circulation tools to manage the merchandise flow (Ordering, receiving, storage, shortage, loss, check-out).

● Provide the cheapest price to customers by applying pricing policy and reacting to pricing survey immediately.

● Take responsive actions forward the evolution of customers, competitors and business environment to strengthen local market share.

● Lead employees to provide a quality customer service image through enthusiastic welcome and friendly attitude.

● Keep the display exciting, Attractive and Eye Catching to improve Customer walk-in in the Store.

● Manage staff, shift duties and keep them motivated. Explain customer handling through demonstration

● Get all detail of my Store for competition.

● Listen to customers to know, analysis and react to meet customer expectations and retain customer loyalty.

● Send all-important report to Concerns person on Daily Basis.

● Act as a role model to positively promote the company policies, procedures and decisions.

● Ensure a simple and efficient communication with other stores and the Head Office.

● Survey and react to the competition situation.

● Improve divisional performance through benchmarking.

● Analysis the stock value on a regular basis and take actions.

**July 2010 to Nov 2014 with venture of Bharti Retail Ltd., as a Team Member**

**Key Result Areas:**

● Maximize Top line sales

● Minimize Operation Expense

● Operational Efficiency

● Store Promotions

● Minimize shrinkage

● Great Customer Service

● Leadership

**Sales Floor**

● Drive top line sales through Up Selling, Cross Selling, Repeat selling,

● Through the excellent Management and as per standard of company maintain Store Hygiene, competition benchmarking, recommendation on changes on range planning based on customer feed backs.

● Minimize the operational expenditure for the store amongst the store associates. Responsible to minimize costs through Mitigation of shrink areas, Electricity costs, carry bag costs, generator cost, equipment consumables cost etc. within the store.

● Meet standards in terms of time, documentation and Quality in all the aspects of store operations. Ensure the store associates comply with the SOPs and reinforce the need and importance of same.

● Responsible for store promotion activities through effective execution of store promotion plans, ensuring daily price updates (mark ups and mark downs) of merchandises in the store as per the system.

● Through coaching the team for billing accuracy, stock accuracy, making the associates vigilant about potential shoplifting cases, ensuring proper merchandise handling etc.

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● Motivate, develop and build teams inculcating co. values and culture. Performance\ appraisal, Training, Goal setting, Succession planning. Provide timely coaching sessions to the associates and Asst. Team leaders

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**Accountabilities:**

▪ controlling the coast of operation make them profitable through by sales increase.

▪ Other store income from sale the gondola and spare space.

▪ Accountability of all administrative decision within the store.

▪ Ensure the SOP should follow at all level within the Store. **Highlights:** ▪ **Consistently providing positive EBITA.**

▪ **Shrinkage=0.20% (YTD)**

***Education:***

● Graduate from DAVV University Sanawad MP.

***PROFESSIONAL KNOWLWDGE:***

● SAP, SMART & GMS front end knowledge in the field of “retail Sector & Wholesale.

***Personal Details***:

● Languages Skills: English & Hindi.

● Marital Status : Married.

● Interests: Outing with my Family & Browsing.

● Date of Birth: 02’th August 1989.