



# Rahul Gauda

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Bangalore, India

Overall Experience: 9 Yrs

## Professional Summary

### E-Commerce Operations | Retail Operations | Operations Management

Experienced professional with 9 years of E-commerce and Retail expertise, driving operational efficiency and business growth across major platforms and premium brands. Strong in store operations, inventory accuracy, SLA-based fulfillment, and end-to-end order flow management. Proven team builder who fosters a positive work environment. Backed by hands-on experience with IMS, OMS, SAP, and business operations, and recognized for high compliance standards and data-driven decision-making. My leadership approach emphasizes collaboration and support, empowering team members to excel and addressing conflicts proactively by considering all perspectives and reaching mutually beneficial solutions.

#### Williams Textiles Co.

June 2023 - Present

#### Marketplace Operations Manager (SPOC)

- Single point of contact for E-commerce marketplace operations, handling multiple stakeholders like Myntra, Amazon, Ajio and other quick-commerce channels. Oversee end to end order life cycle.
- Plan and manage operations based on internal KPI's to enhance product adoption and customer satisfaction.
- Manage vendor portals for PO processing, order management, buying price update, stock visibility, real-time logistics and replenishment cycles.
- Collaborate closely with customer service teams to promote a customer-centric culture. Address queries related to product, fulfillment, logistic and IT issues. Manage escalations and ensure quick and accurate resolution.
- Work with supply chain team on planning, replenishment, and shipping strategies.
- Identify opportunities to reduce operational costs and streamline work flows. Drive implementation of SOP's policies, and service standards to enhance operational efficiency.
- Prepare regular reports including daily status updates, weekly performance summaries, KPI performance and quarterly business reviews. Support forecasting activities, demand planning, and performance analysis.
- Cross functional collaboration with internal teams such as supply chain, category, warehouse, finance and Tech for smooth operations.
- Engage discussions on Product/Platform improvements and new feature developments.

#### Arvind Lifestyle Brands Limited

Jan 2020 - April 2023

#### Senior Brand Operations Manager (Omni Channel - DCOE)

- Responsible to handle Omni channel business operations with brands like, CALVIN KLEIN, TOMMY HILFIGER and SEPHORA. (Pan India stores & Warehouses).
- Collaborative with cross-functional teams like CRM, Catalogue, Omni Analytics, logistics and Tech teams.
- Managing Marketplaces clients like Amazon, Flipkart, Myntra, Ajio etc. And being a single point of contact for every order related queries and concern.
- Hands on IMS, OMS,LMS and CRM Portals to deal with real time modifications and changeovers.
- Plan and Organize goals and objectives on a daily basis to ensure the team meet their targets on achieving the set goals.
- Frequent monitoring and reviewing to assist 3PL Partners to meet service level (SLA & TAT) and identifying the areas like I2S, S2D, and P2D for the improvement on a zone level.
- Data building/Setup and configuration of logistic partners and stores using Logistic management System (LMS).
- Maintaining the KRA's such as Attending orders, 100% fulfillment within TAT, QC Pass, shipping within SLA, maintaining cancellation rate. etc.
- Recommend and provide the required training to the assigned personnel.
- Brand report presentation for weekly review and analysis with the marketplace brand stakeholders.

**Mahindra Retail Pvt. Ltd. (Mom & Me)**  
**Store Manager**

**Feb 2018 - Aug 2019**  
**(Reporting to Business Manager)**

- Responsible to meet the budget target and growth of the store.
- Recruiting employees to ensure sufficient manpower available at the store.
- Ensuring new recruits gets proper training and motivation on regular basis as required .
- Ensuring the profit and loss of the store on monthly basis.
- Direct and supervise ASM and CCA's to meet their targets.
- Proper breakdown and communication of Daily targets to the team.
- Ensuring VM standards meet as per the guidelines and latest trends shared by the VM team.
- Manage movement of stocks between the store and warehouse.
- Review and analyze over and under stock situation and assist the planners in taking correct actions on monthly basis.
- Gather information of competitor and suggest marketing team on building strategies.
- Ensuring the customer gets an excellent service and experience a good time at the store.
- Responsible for inventory and variances, quarterly inventory audit.
- Responsible to co-ordinate with other dept. like (Finance, IT, Marketing & CRM) for any Support.

**Firststep Pvt Ltd (Miniklub)**  
**Assistant Store Manager**

**April 2016 - Jan 2018**  
**(Reporting to Store Manager)**

- P&L management – Ensuring the profit of the store on a monthly basis, raise red flag on any lag towards achieving the sales target.
- Inventory Management, Visual merchandising, Pos System Operations, Intistitute Sales Strategies, Audit management, documentation & records.
- Prevented store losses by leveraging awareness. Practicing global count, inward/outward and damage record to identify and investigate inventory concerns.
- Processed payments and maintained accurate drawers to meet financial targets.
- Retaining customers by Marketing strategies like cold calling and voucher distribution and contributing to sales.
- Increased monthly sales by 70% by effectively up selling and cross-selling products to maximize profitability.
- Overseeing the management of finance, planning, systems, controls, and vendor accounts.
- Over achieved the asking target, maintained the same flow and made the store profitable compared to year on year Analysis.
- Coordination with the Audit team, 95% positive inventory track record. Reports – Making report on sales, Bills, ABS, ATV, Footfall category and article wise on daily basis and finding the opportunity to grow on each and every segments.
- Running marketing campaign at various relevant institutions like Hospitals, Play-schools, Apartments etc.
- Ensuring Visual merchandising is up-to date and stocks are correctly replenished.

**Academic Profile:**

- MBA in Supply Chain Management from Alliance University (Bangalore University)
- BBA in Retail Management from Sikkim Manipal University (Sikkim University)
- Matriculation and Pre-University Course from Kendriya Vidyalaya. (CBSE)

**Interest & Hobbies:**

- Photograhy, Avid Reader.