





RISHABH JAIN

Sports Management | Sales & Marketing | Operations Professional

 rj9shankar1995@gmail.com

 +44 7721 579422 | +44 7563 131327

 47 Farm Avenue, Wembley, London HA0 4UY

 Languages: English, Hindi (Fluent)

PROFESSIONAL SUMMARY

Dynamic professional with 6+ years of comprehensive experience spanning sports management, sales, marketing, operations, and customer service across multiple industries. Currently completing MSc in Sports Management at Swansea University. Proven track record in driving revenue growth, enhancing customer experiences, managing teams of 20+ staff, and executing successful marketing campaigns that increased engagement by 25%. Skilled in inventory management, event coordination, sales strategy, and stakeholder relations with hands-on experience supporting 30+ major sporting events. Adaptable team player with strong work ethic, excellent communication skills, and ability to thrive in fast-paced environments.

CORE COMPETENCIES

- Sales & Revenue Growth
 - Team Leadership & Training
 - Marketing & Brand Promotion
 - Merchandising & Visual Display
 - Budget & Financial Tracking
 - Hospitality & Food Service
 - Problem Solving & Adaptability
 - Multi-tasking in Fast Environments
- Customer Relationship Management
 - Inventory & Stock Control
 - Event Planning & Coordination
 - Operations Management
 - Warehouse & Logistics
 - Social Media Marketing
 - Health & Safety Compliance

PROFESSIONAL EXPERIENCE

Multi-Site Sports & Hospitality Professional

Oct 2024 - Present

Various Employers | Swansea & London, UK

- **Catering Assistant & Bartender** (Constellation Agency) - Delivered exceptional customer service across 30+ high-profile sporting and hospitality events including football, rugby, and entertainment venues with audiences ranging 1,000-20,000 spectators
- Managed VIP hospitality services, catering operations, queue management, and crowd control ensuring seamless spectator experiences and guest satisfaction
- Demonstrated versatility working across bar service, food preparation, event setup, and customer-facing roles in dynamic, high-pressure environments
- **Crew Member** (Tim Hortons, Swansea) - Provided outstanding customer service, prepared food and beverages to quality standards, maintained store cleanliness, and worked collaboratively within fast-paced team

environments

- **Parcel Sorter** (DPD, Swansea) - Efficiently processed and organized parcels in high-volume warehouse environment, consistently meeting productivity targets and tight dispatch deadlines while maintaining 100% accuracy
- Coordinated with diverse teams across Blue Arrow and Change Hospitality for seamless event execution and operational excellence

Business Operations Manager

Oct 2021 - Dec 2023

M/s Dhanesh Kumar Jain | Gwalior, India

- Led comprehensive retail operations across 6 departments (textiles, clothing, hardware, electrical, sanitary, general merchandise) managing team of 20+ staff members and driving sales growth
- Increased revenue through strategic merchandising, promotional campaigns, and enhanced customer service initiatives resulting in improved product visibility and repeat business
- Oversaw complete staff lifecycle including recruitment, training, scheduling, performance reviews, and team development to maximize productivity and service quality
- Managed inventory control, supplier negotiations, and supply chain coordination reducing stock discrepancies by 12% and optimizing ordering processes
- Tracked financial performance including budgeting, forecasting, expense management, and P&L reporting to consistently achieve targets
- Ensured full compliance with health, safety, and regulatory standards maintaining secure, organized, and customer-friendly retail environment
- Resolved complex customer complaints and queries, building strong client relationships and enhancing brand reputation

Operations Supervisor

Apr 2019 - Sep 2021

M/s Dhanesh Kumar Jain | Gwalior, India

- Supervised daily retail operations coordinating multiple departments, staff scheduling, training programs, and performance evaluations
- Managed inventory levels, stock replenishment, and order processing ensuring optimal product availability and minimal wastage
- Developed and executed local marketing and merchandising campaigns increasing foot traffic and sales conversions
- Delivered exceptional customer service resolving issues promptly and enhancing overall shopping experience
- Monitored sales metrics, expenses, and profitability supporting budget control and financial planning initiatives

Freelance Sports Marketing & Promotions Consultant

Mar 2015 - Jun 2021

Self-Employed | India

- Executed fan engagement and marketing initiatives for Hero ISL club Delhi Dynamos increasing local brand visibility by 15-20% and improving matchday attendance through grassroots outreach and promotional campaigns
- Coordinated digital marketing and community activations for Telugu Warriors (Pro Kabaddi League) achieving 25% increase in social media engagement during campaign periods
- Promoted JITO Premier League (2019-2021) enhancing brand awareness, stakeholder communication, and contributing to 10-15% tournament footfall growth
- Supported sponsorship development through proposal drafting, brand targeting, and activation planning for multiple sports properties

- Created and managed social media campaigns delivering consistent 5-8% monthly follower growth across supported teams and events
- Built comprehensive knowledge across cricket, football, kabaddi, rugby, tennis, athletics, and kho kho to develop tailored marketing strategies for diverse audiences

Operations Coordinator

Jan 2018 - Mar 2019

M/s Dhanesh Kumar Jain | Gwalior, India

- Coordinated multi-department operations supporting workflow efficiency and superior customer service delivery
- Assisted inventory management ensuring accurate stock levels, timely ordering, and efficient supply chain processes
- Supported staff management including scheduling, training, and performance tracking
- Monitored financial metrics tracking sales and expenses to support budgeting and profitability objectives

EDUCATION

MSc Sports Management

Oct 2024 - Sep 2025

Swansea University, Bay Campus | Swansea, Wales, UK

Bachelor of Business Administration

Oct 2013 - Jun 2016

Jain College, Jiwaji University | Gwalior, India

KEY ACHIEVEMENTS & HIGHLIGHTS

- Organized and coordinated cricket and ski team events for Swansea University managing fixtures, logistics, and event-day operations
- Successfully managed teams of 20+ staff members while maintaining high performance standards and team morale
- Achieved 25% increase in social media engagement and 15-20% brand visibility improvement through targeted marketing campaigns
- Reduced inventory discrepancies by 12% through improved stock control and supplier coordination processes
- Gained practical experience supporting 30+ live sporting events including VIP hospitality, crowd management, and athlete support
- Active contributor to cricket analytics communities demonstrating strong analytical skills and sports industry knowledge

ADDITIONAL INFORMATION

Technical Skills: MS Office Suite (Excel, PowerPoint, Word), Data Analysis, Social Media Platforms, Inventory Management Systems

Work Authorization: Eligible to work in the UK (Student Visa - up to 20 hours/week during term, full-time during breaks)

Interests: Cricket (playing & watching), Skiing, Sports Analytics, Fitness & Wellbeing, Multi-sport Engagement, Community Sports Development

Personal Details: DOB: 09 June 1995 | Nationality: Indian | Marital Status: Single