



## **GIGITH GANGADHARAN NAIR**

**email: gigithsap76@gmail.com**

**MOB:+91 8137032834**

Adaptable Retail Operations Manager with extensive experience in material handling, inspections and shipping and receiving. Effective communicator and team-oriented professional with expertise in conflict resolution, recruiting and interviewing and organizational design. Successful background in continual process improvement and cost reduction.

### **Current JOB**

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**Vishal Mega Mart from Nov 07<sup>th</sup> till**

**Job Role : Store Head**

**Handling 16,080 SQFT store with 33 teammates**

- Tracked and analyzed sales and customer trends in order to maximize sales and revenue while minimizing expenses in all these locations.
- Completes store operational requirements by scheduling and assigning employees.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Promotes optimum staff performance by coaching, counseling, and disciplining employees.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers to understand service requirements.
- Ensures availability of merchandise and services by approving contracts.
- Formulates pricing policies by reviewing merchandising activities, determining additional needed sales promotion, and authorizing clearance sales.
- Markets merchandise by studying advertising, sales promotion, and display plans.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.

- Leads operations by initiating, coordinating, and enforcing program procedures.

## **EMPLOYMENT HISTORY**

**Reliance Trends** from 17th of October 2023 30<sup>th</sup> May 2024

Job Role: **Store Manager**

- Handling 15,000 SQFT store with 35 team mates
- Plan and implement all seasonal floor sets to ensure they meet company standards and deadlines.
- Tracked and analyzed sales and customer trends in order to maximize sales and revenue while minimizing expenses in all these locations.
- Grew sales by 25% through implementing an endless aisle.
- Completes store operational requirements by scheduling and assigning employees.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Promotes optimum staff performance by coaching, counseling, and disciplining employees.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, and analyzing variances.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers to understand service requirements.
- Ensures availability of merchandise and services by approving contracts.
- Formulates pricing policies by reviewing merchandising activities, determining additional needed sales promotion, and authorizing clearance sales.
- Markets merchandise by studying advertising, sales promotion, and display plans.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Leads operations by initiating, coordinating, and enforcing program procedures.

**Malabar Retailer LLC** (from 15th of December – 16<sup>th</sup> June)  
 Malabar Group

Mall of Travancore

Job Role: **Retail Operations Manager**

- Handling 10 premium brands covered a 20,000 sqft like MAX, Easy Buy, Arrow, VStar, Delsey, American Tourister, VIP, Haji Ali, Belgian Waffle & Jajis
- Analyzed store data, including profit and loss statements, to compose a store budget that cut cost by 15%.
- Plan and implement all seasonal floor sets to ensure they meet company standards and deadlines.
- Tracked and analyzed sales and customer trends in order to maximize sales and revenue while minimizing expenses in all these locations.
- Grew sales by 25% through implementing an endless aisle.
- Prepared daily work schedules for and assigned tasks to 10 Retail Store Managers directly and indirectly handling 70 + employees, scheduled deliveries, and enforced company policy.
- Recruit, hired and trained 20+ Management staff, developing them into productive team members with excellent product knowledge and working standards.

**MAX Retail** (from 22<sup>nd</sup> of June – 13 August 2021)

Malabar Group

Mall of Travancore

Job Role: **Assistant Store Manager**

### **Duties & Responsibilities**

- Created and maintained merchandise displays, ordered and restocked merchandise, including one of the highest volume departments within the store
- Making sure of providing quality customer service, handling customers with their questions and provided solutions.
- Established and maintained a highly motivated, efficient team.
- Generated and administered performance evaluations semi-annually to nine employees.
- Established connectivity between the management team and sales associates.
- Developed strategies and plans to achieve greater sales results through business analysis, action planning, effective.
- Taking initiative in client relations and problem resolution.
- Effectively delegated, followed-up and communicated with all levels of my organization.

**GAP (US BRAND)**

Al Tayer group of companies (from 6<sup>th</sup> APR 2015- 3<sup>rd</sup> Feb 2018)

Job Role: **Department Manager**

### **Duty & Responsibilities**

- Providing customers with the most inspirational shopping experience possible.
- Maintaining effective communication with store colleagues and the RVM / Manager VM.
- Accurately implement all company Visual Merchandising policies.
- Implement easy to shop store grids
- Use the appropriate product handing techniques on different types of equipment.
- Implement well styled mannequins in line with the styling policy.
- Use appropriate styling techniques and the correct visual elements in the relevant areas to aid customer segmentation implement window display guidelines on time and "on brand"
- Implement seasonal launches and events on time and "on brand"
- Ensuring the department provides a pleasant shopping experience for customers setting up, monitoring and reviewing sales targets for the relevant commercial department.
- Ensuring that department and store objectives are achieved. Managing and developing staff within the department in order to achieve departmental and personal goals Ensuring the department and staff abide by the workplace health and safety and company policies guidelines.
- Conducting regular surveys on competitors by visiting the competitor's outlets.
- Reviewing and controlling the costs, in order to maximize profitability. Planning and implementing product/range launches to maximize the use of store footage

## GAP (US BRAND)

Al Tayer group of companies (from January 05<sup>th</sup> 2012-OCT 2014)

Job Role: **Management Trainee (Leader on Duty)**

- Effective resource planning for customer service.
- Ensure regular training of store staff on all aspects of customer service, product knowledge and selling skills.
- Implement a high standard of customer focus within the store.
- Achieve revenue targets for the store. Achieve target productivity metric (sales per person per day, Staff per sqft) for the store.
- Actively seeks ways to achieve or exceed shop sales target, Monitor, and control expenses (overtime, local stock and consumables) through efficient store operations.
- Monitor sales performance against last year, last week and budget daily and weekly basis and to give feedback to managers and also to communicate to staff.
- Ensure accurate stock merchandise and management (stock ageing, stock loss, space management) within the store.
- Oversee and monitor the inventory management in the store (stock availability, order management, back store management, stock movement within the store).
- Oversee cash transaction entry and management (petty cash, pos cash elements, change floats). Regularly audit own store administration and resolve any issues
- Monitor and handle customer complaints and take corrective action in line with company policy.
- Maintain high standards of visual appearance throughout the store including all non-retail areas.
- Prepare and review store reports on sale, commercial profit, and stock ageing (slow moving, fast moving and non-moving items) Execute price revision within the stores.
- Ensure seasonal peaks, important trading/promotional events are taken account of when preparing forecasts and staff rosters.

- Ensure store expectations and priorities are communicated to staff Review and provide regular feedback on staff's performance against expectations.
- Carry out regular relevant in-store training and enroll staff relevant Learning and Development courses.

### **GAP (US BRAND)**

Al Tayer group of companies (from October 20<sup>th</sup> 2007-January 10<sup>th</sup> 2012)

Job Role: **Sales Associate**

#### **Duties & Responsibilities**

- Welcome and greet every customer in a warm and friendly manner, demonstrate excellent customer service.
- Identify customer needs through asking open questions confidentially recommend and demonstrate appropriate products recommend link products at every sale opportunity.
- Demonstrate and maintain product knowledge, fashion trends in store promotions at all times.
- Maintain personal grooming standards as advised by the store manager.
- Comply with all company policies and procedures including refund and exchange policy, security, health, and safety policies etc.: -

### **DEBENHAMS (UK BRAND)**

M H Al Shaya (22<sup>nd</sup> March 2005-15th OCT 2007)

JOB ROLE: **Sale Representative & Admin Executive**

#### **Duties & Responsibilities**

- Welcome and greet every customer in a warm and friendly manner, demonstrate excellent customer service.
- Identify customer needs through asking open questions confidentially recommend and demonstrate appropriate products recommend link products at every sale opportunity.
- Demonstrate and maintain product knowledge, fashion trends in store promotions at all times.
- Maintain personal grooming standards as advised by the store manager.
- Comply with all company policies and procedures including refund and exchange policy, security, health, and safety policies etc.: -

### **Qualification**

- Graduate in Bachelor of Commerce
- Graduate in Computer Operator Programming Assistant (COPA)

### **Personal Details**

Father Name

Gangadharan Nair

Overseas address

Giri Ganga, URA 42 Sharon Gardens

Nalanchira Trivandrum Kerala India

Contact	8137032834
Marital Status	Married
Nationality	Indian
Religion	Hindu
Date Of Birth	31-05-1981

### **Passport Details**

Passport No: H5863400  
Date of Issue: 07/07/2009  
Date of Expiry:06/07/2019

### **Reference**

Mr.Jithin.J  
HR Manager  
Malabar Group  
Mall of Travancore  
Trivandrum  
Cont: + 91 62821 01546



