

NAGENDRA SINGH RATHORE

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OBJECTIVES

Professional Summary

I have been in the operation industry for the past eleven years. In my present job, I formed some significant resulting in a 30 percent increase in sales and walking in a matter of compare SSSG. As well as PNL and revenue always strong part of my tenure"

"My real strength is my attention to detail. I pride myself on my reputation for following through and meeting deadlines. When I commit to doing something, I make sure it gets done, and on time."

"What I am looking for now is a company that values business improvement and strong operational where I can join a strong team and have a positive impact on customer retention and sales."

SKILLS

Business operations, Activity organization, Walking flow management, Supply stocking, Operational improvements, Routine management

LANGUAGE

ENGLISH, HINDI, (LOCAL "MEWADI, GUJARATI, MAREADI, PUNJABI)

WORK EXPERIENCE

2. AREA OPERATION MANAGER/AREA RETAILS SALES MANAGER COFFEE DAY GLOBAL LIMITED (Dec 2010 to 27 Aug 2023)

BASIC KPI FOLLOWING ON FIELD

- **Measuring and understanding our customers**
 - Net promoter score (NPS) - How likely is it that a customer will recommend our business to a friend.
 - Customer profitability score - How much profit do individual customers bring our business, after deducting the costs of attracting and keeping them happy with advertising, customer services etc?
 - Customer retention rate - How many of our customers are going to come back for more? And how loyal are they to your brand, organization, or service?
- **Measuring and understanding your financial performance.**
 - Revenue growth rate - The rate at which we are increasing our company's income.
 - Net profit - Income minus expenses - the bottom line.
 - Net profit margin - The percentage of our revenue which is net profit.
 - Gross profit margin - The percentage of our revenue which is gross profit.

Measuring and understanding your internal processes

- Capacity utilization rate (CUR) – we are meeting our potential in terms of amount of work we can carry out, with the resources we have available.
- Business schedule variance (BSV) – we are business reaching completion on time.
- Earned value (EV) metric - Value generated by our company's ongoing business.
- Order fulfilment cycle time (OFCT) - The time that it takes from a customer placing an order, to the product or service being delivered.

- Delivery in full, on time (DIFOT) rate - Customer orders filled in full, and on time, compared to total number of customer orders.
- **Measuring and understanding your employees**
 - Staff advocacy score - How likely are our staff to recommend you as a company to work for.
 - Employee engagement level - How does our employee's behavior contribute to the business's overall goals.

2.D-mart

(From 11th October 2023 to till date)

Key Responsibilities:

- Manage Daily business operations, customer service and merchandising.
- Coordinating, monitoring ng and reporting on daily operations.
- Planning and implementing strategies to attract customers
- Coordinate daily customer service operations (e.g. sales processes, orders and payments)
- Track the progress of weekly, monthly, quarterly, and annual objectives
- Monitor and maintain store inventory
- Evaluate employee performance and identify hiring and training needs
- Maintaining a clean, organized and aesthetically pleasing store front.
- Communicate with clients and evaluate their needs
- Analyze consumer behavior
- Resolving customer complaints and concerns in a timely manner.
- Ensuring that store policies and procedures are followed.
- Ensuring the store environment complies with health and safety regulations.
- Create reports, analyses retail data, like revenues, expenses, and competition
- Desired Functional Skills :
- Proven experience as a Retail Area sales ans operations head or similar position
- Familiarity with financial and customer service principles
- Good math skills with the ability to create and analyse reports, spreadsheets, and sales statistics
- Proficient user of MS Office (MS Excel in particular)

EDUCATION

2005-2006 Secondary: - Swami TeonRam ALOK SR.SEC. SCHOOL KOTA, RAJASHTHAN 324009.

2006-2007 Senior Secondary: - govt. Senior Secondary School Sabla

Rajashthan. 2009-2012 GRATUATION: - MLSU UDAIPUR

Certifications

1. BEST AUDIT CHAMP
2. HIGHEST SALE OF THE CAFÉ MANAGER
3. BARISTA CHAMP