

Profile Summary

- A competent professional with around 12 years of experience in: -
 - ~ Operations Management
 - ~ SCM
 - ~ Customer Service Management
 - ~ Legal & Compliances
 - ~ Replenishment / Procurement Management
 - ~ Retail Store Operations
 - ~ Inventory Control
 - ~ WMS
 - ~ Team Management
 - ~ Business Development
- 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 successful track record in directing from original concept through implementation to handle diverse market dynamics.
- An effective communicator with excellent relationship building & interpersonal skills.



Organization : (Big Basket) Innovative Retail concept Pvt Ltd

Designation: Indent Executive

Duration : 1st Aug 2022 to Till Date

Responsibilities:

- Replenishments of all BB Now Stores of Ahmedabad of 7 stores on hourly tracking of availability.
- Assortment Corrections keeping sales of each stores in mind after analyzing the data of each category/semi category/SKU
- Realignments of MBQ as per off takes & demand.
- Planned in such manner that there should be at least 95% of availability of all stocks @ all stores.
- Brought growth of all stores consolidated in sales to 22% in just 5 months.

Career Milestones

- Maintained OSA (On Selves availability) more than 95% in a Metro cash & carry India Pvt Ltd.
- Well maintained relationship with all Vendors.
- Received an appreciation and promotion from the **Metro CNC** for Best Team Lead service, Innovative Ideas
- Received an appreciation from Metro CNC for innovative change in shelves adjustments and done best optimum utilization of the space with Synchronization of Data.



Sep-19 to July-22 with Metro cash & carry as Replenishment / Procurement Manager – Ahmedabad@Goods receiving and food re-ordering

Key Result Areas: -

- Maintain good relationship with all Vendor.
- Maintained GR (Goods Receiving) area.
- E-commerce. (OTIF)
- Fleet management
- WMS (SLM: Stock Level management)
- Inbound/Outbound, Inventory Management, perpetual inventory and annual inventory.
- Good Communication with cross function team.
- Regular prepare all MIS for store use and circulate and work on it.
- Merchandising.
- Maintain OSA and e-commerce, monitored GAP report.
- Manage aggressively checkout and planning for manpower weekly and daily basis.
- Focus on customer service and maintained the standard as per organization requirement.
- To focus on timely complete audit and smooth functioning of the department.
- Daily track MRP sequence and schemes and circulate to concerns.
- Maintain freebie properly and plan for big day's approval and documents.

Sales Floor: -

- Ensuring all SOPs and checklist maintained properly from opening store and day by day store operations.
- Working and co-ordination with all departments for smooth operations.
- Taking initiative for company project like SLM and OPD initiative by company.
- Serve the customer with aggressive hospitality and work on customer satisfaction.
- Through coaching the team for billing accuracy, stock accuracy, making the associates vigilant about potential shoplifting cases, ensuring proper merchandise handling etc.
- Responsible for store promotion activities through effective execution of store promotion plans, ensuring daily price updates (mark ups) of merchandises in the store as per the system.
- Maintain all stock correction document properly and all handle departments MIS.
- Analyze store profitability control on operation expenses by developed multi-tasking skills in peoples.
- Conduct Annual Inventory as an AI Co-ordinate for store and complete successfully with proper standard.

Professional Experience:

Organization: NMart Retails (New look Multi trade Pvt Ltd.

Designation: FMCG Purchase Manager (M.P.)

Duration : July 2010 to May 2014

Responsibilities:

- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events in sales and inventory.
- Review with off-shore suppliers for purchases, placement and expediting of orders, initiate corrective actions, conformance with delivery requirements and product specifications.
- Served as primary point of contact for and liaison between management, sales teams, clients, and vendors.
- Negotiate, issue, and maintain blanket purchase orders for all hard lines.
- Improved inventory turnover from 4 to 6.5 times annually by implementing, purchasing and accurate, effective inventory controls.
- Implemented new special order purchase system, improving overall efficiency and gross margins.
- Managed all high –level vendor negotiations and agreements.
- Negotiated purchasing agreements with major suppliers, resulting cost reductions were from

Professional qualification:

- B.A. from Mohanlal Sukhadiya University, Udaipur in the year 2003.
- 12th Board of secondary education from Rajasthan Board in 2002.

Computer Proficiency:

- Operating System: MS Windows 98/2000/XP.
- Deep S.A.P. knowledge in 6.0 version.
- MMS/Sanvik oracle

Strengths:

- Confident, proactive & committed to providing results.
- Good interpersonal and communication skills.
- Self-motivated, ability to work independently and as part of a team.
- High level of customer focus with an inherent desire to work with people.

Personal Vitae:

Date of Birth : 4thNov. 1983
Languages Known : Hindi, English and Gujarati.
Marital Status : Married.
Permanent Address : 106, Katisour, Teh Aspur, Dist. Durgapur (Rajasthan)
Present Address : B 304 Aryan Eminents, Near N M Zala Colledge, Ghatlodia Ahmedabad 380061