

BIPLOB MAHATO

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Seeking assignments in Retail Operations & Sales with a high growth oriented organization.

Professional Synopsis

- A dynamic and result oriented Sales & Business Development professional with an experience of more than 11 years in the Retail Trade Industry.
 - Started my career with Big Bazaar as Management Trainee in September, 2009 after completion of two years full time **PG Diploma in Retail Management** from **Asian School of Business Management, Bhubaneswar**.
 - **Currently handling the entire store sales & operations as an Assistant Department Manager in EZone (Future Group), Alcove Gloria Mall - Shreebhumi, Kolkata.**
 - Hands on experience in General Administrative activities, Merchandize Planning & Controlling & Personnel Management.
 - Proficiency in MS Office Tools & Internet Applications.
 - Successfully handled challenging projects to understand the changing retail market scenario in the city.
 - Strong organizer, motivator, team player and a decisive leader with successful track record in performing under diverse situations to achieve organizational objectives.
 - An effective communicator with excellent relationship building & interpersonal skills.
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Areas of Exposure

- ✓ Retail Sales.
 - ✓ Retail Administration.
 - ✓ Supply Chain Management.
 - ✓ Visual Merchandising.
 - ✓ Vendor Management.
 - ✓ Customer Service & Retention.
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Career Highlights

Ezone – Saltlake, Kolkata (Future Retail Ltd.)
Assistant Department Manager

Since July, 2014

- ✓ Handling entire store operation & sales.
- ✓ Handling a team of 26 team members including three team leaders.
- ✓ Imparting training to the staffs.
- ✓ Handling a retail business of 600 lakhs per annum.

Big Bazaar (Future Value Retail Ltd.)
Assistant Department Manager
Big Bazaar, Bhubaneswar (Patia)

October, 2013 to June, 2014

- ✓ Worked in direct coordination with store manager with respect to store operation & sales.
 - ✓ Accountable to maintain an average sales/sq ft of Rs. 1250/- per month.
 - ✓ Imparting training to the staffs.
 - ✓ SOP adherence with respect to sales, delivery and after sales service.
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Big Bazaar (Future Value Retail Ltd. November, 2012 to September, 2013
Assistant Department Manager
Big Bazaar, Bhubaneswar (Forum Mart)

- ✓ Handling a team of 28 including 3 team leaders.
 - ✓ Accountable for a total trading area of 4800 sq ft.
 - ✓ Annual business turnover of over Rs. 800 Lakhs.
 - ✓ Accountable to maintain an average sales/sq ft of Rs. 1250/- per month.
 - ✓ Imparting training to the staffs.
 - ✓ SOP adherence with respect to sales, delivery and after sales service.
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Big Bazaar (Future Value Retail Ltd.)
Assistant Department Manager
Big Bazaar, Siliguri

July, 2011 to October, 2012

- ✓ Achieving ABP of Sales & Net Margins.
- ✓ Delineate and explain daily target break-ups to the executives.
- ✓ Direct control and supervision of work of the Sales Associates.
- ✓ Manage the entire team - their timings, reallocation of executives to different departments (if required) & their training.
- ✓ Responsible for store pre-opening and closing procedures.
- ✓ Responsible for floor display and visual merchandise.
- ✓ Organize instore and BTL events (Marketing).
- ✓ Maintain accurate stock level.
- ✓ Handled Customer Service Desk.
- ✓ Handled Cash Till.
- ✓ Manage Store profitability & cost.
- ✓ 100% SOP implementation.

Big Bazaar (Future Value Retail Ltd.)
Assistant Department Manager
Big Bazaar, Darjeeling

December, 2009–June, 2011

- ✓ Achieving ABP of Sales & Net Margins.
- ✓ Planning for stock replenishment.
- ✓ Forecasting stock according to the stock cover.
- ✓ Ensuring Offers, schemes & marketing as per plans
- ✓ Ensuring highest level of customer service.
- ✓ 100% SOP implementation.

- ✓ Understanding the various processes of retail operations.
- ✓ Analysis of P&L A/C of the store.
- ✓ Understanding the different buying behavior of the customers.
- ✓ Handling customer's queries and complaints.
- ✓ Undertaken various training for the team members & team leaders with respect to customer handling, product display, SOP, SAP, DSR & grooming standards.

Training Undertaken

- ✓ Name of the training: **Business Analytics**
Duration: 2 Days
Topics Covered:
 1. Space Management
 2. Inventory Management
 3. GMROIVenue: Bhubaneswar
- ✓ Name of the Training: **Supervisory Skills.**
Duration: 3 Days
Topics Covered:
 1. Time Management
 2. Delegation
 3. Team WorkVenue: Future Human Development Ltd (Kolkata)
- ✓ Name of the Training: **Store Guru (Train the Trainer)**
Duration: 3 Days
Topics Covered:
 1. Communication Skills
 2. Presentation SkillsVenue: Future Human Development Ltd (Kolkata)

Achievements

- ✓ Got confirmed within 6 months of joining the organisation.
 - ✓ Achieved a turnover of 23.04Lacs(Target:18.57) in just 5 days for the Electronics Department during the Mega Promotion namely Mahabachat, 2010 (11th to 15th August, 2010). Stood second highest achiever with respect to Electronics sale in the entire East Zone.
 - ✓ 100% Damage & Defective (DAD) clearance of Electronics Department during my tenure at Big Bazaar, Darjeeling.
 - ✓ Awarded Best Department i.e. Electronics & Furniture for the month of September, 2011 within just 2 months of joining Big Bazaar, Siliguri.
 - ✓ Awarded Best Support Team i.e. Customer Service Desk for the month of September, 2011 within just 2 months of joining Big Bazaar, Siliguri.
 - ✓ Appointed the SPOC at Big Bazaar, Siliguri for the newly launched loyalty card namely Payback.
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Education - Academic

Post Graduate Diploma in Retail Management (Full Time)

*A Tie-up program with Pantaloon Retail India Ltd. (Future Group)
Asian School of Business Management, Bhubaneswar in 2009*

BBA

George College, Kolkata (West Bengal University of Technology) 2005

Class XII

Cambridge School, CBSE in 2002

Class X

St. Francis School, ICSE in 2000

Personal Vitae

Date of Birth: 28th August, 1982
Address : Sukanta Appartment
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Reference: Available on request
