

Yanagandula Shubham

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Sensible Operations Specialist with a passion for business management and operations. Driven, ambitious and dedicated to managing the flow of the workplace and optimizing day-to-day activities. Over 3 years of strong experience in the Retail and E-Commerce industry.

EDUCATION

Institute of Hotel Management and Catering Technology

June 2016- May 2019

B Sc in Hospitality and Hotel Administration, Aggregate:- 63%

Sri Chaitanya Junior Collage

July 2014- April 2016

Intermediate in Maths, Physics, CHemistry. Aggregate:- 72%

St Xavier's High School

June 2004- April 2014

Secondary School Certificate, GPA 8.2

PROFESSIONAL EXPERIENCE

Senior Executive, Vendor Management

Reliance Retail

July 2022- present

- **Mentorship and Support:** Provide guidance and mentorship to my team members during the brand onboarding process. Assist them in resolving doubts and clarifying queries to ensure smooth and efficient seller integration onto our ecommerce platform.
- **Fraud Detection:** Plaed crucial role in identifying and scrutinizing seller-submitted documents to prevent fraudulent activities. Conduct thorough checks to maintain the platform's integrity and protect the interests of both Jiomart and its customers.
- **Escalation Handling:** Take charge of addressing and resolving escalations related to brand approvals in the portal. Exercise strong communication and problem-solving skills to ensure timely resolutions and maintain excellent customer satisfaction.
- **Process Improvement:** Continuously evaluated and improved the onboarding and approval procedures for sellers. Proposed enhancements to streamline operations, reduce fraud risks, and enhance the overall brand onboarding experience.

Senior Associate, Employee Resource Centre
Amazon Development Centre, Hyderabad
Jan 2022 - June 2022

- **Leave Management:** Manage and assist employees from the North America region with their leave applications. Process leave requests on behalf of employees facing portal issues, ensuring accurate and timely submissions.
- **Medical Document Validation:** Review and validate medical documents submitted by employees to support their leave requests. Approve leave applications in adherence to company policies and regulations.
- **Employee Support:** Provide comprehensive assistance and information to employees regarding their leaves, including leave entitlements, pay calculations, and NPT (Non-Productive Time) hours.
- **Case Closure:** Efficiently handle leave cases, ensuring proper documentation and closure procedures when employees return to work after their leave period.

Store Manager
Lakme Lever Pvt Ltd, Hyderabad
Dec 2020- July 2021

- Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
- Processed daily paperwork, balanced register drawers, produced staffing schedules and prepared deposits.
- Managed inventory tracking and physical inventory counts to minimize loss.
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.
- Monitored employee performance and identified performance gaps for corrective action.

Assistant Store Manager
McDonald's, Hyderabad
July 2019 - Dec 2020

- I was In-charge of the customer experience department.
- Assisted in continuous development of effective store associates to achieve desired sales and results.
- Coached and developed store associates through formal and informal interactions.
- Upheld quality control policies and procedures to increase customer satisfaction.

INTERNSHIP

Completed internship from Park Hyatt- Hyderabad (5 star) in all 4 core departments with 100% attendance.

ACCOMPLISHMENTS

- **Member of the Catering committee** and was part of organizing multiple cultural events during graduation.
- Represented collage in a food festival by arranging food stall and making a **profit of 300%**.
- Completed the Internship successfully in 4 core departments with **100% attendance**.
- Promoted to **Trainee Manager to Assistant Manager at McDonald's** in the span of **6 months**.
- Exceeded retail sales goals by average of **120% for consecutive 2 quarters** during my tenure as store manager in Lakme.
- Led team to achieve **Sales, 0% in-store complaints, net promotional score** earning recognition from upper management and financial reward.
- Recognized among **top performing Assistant managers** in McDonald's for outstanding performance and

SKILLS

- Managing Operations and Efficiency
- MS Office
- Time Management
- Interpersonal skills
- Verbal and Written Communication
- Staff Training
- Team Leadership

CERTIFICATIONS

- Shift Management Excellence from Hamburger University of McDonald's.
- Certificate of Appreciation from Aasya Foundation, an NGO based in Hyderabad.

PERSONAL INTERSTS

- Cooking & Baking
- Travelling
- Exploring new places
- Voluntary Activities

LANGUAGES

- English
- Telugu
- Hindi

DECLARATION

I, **Yanagandula Shubham**, do hereby confirm that the information given above is true to the best of my knowledge