

SAGAR PANCHAL

Tilak Nagar, Indore • +919713754542 • sagarpanchal2178@gmail.com

A results-driven professional with 3 years of experience in operations, customer service, and team management across retail, hospitality, and pharmacy sectors. Proficient in Microsoft Office and Excel, with strong communication and problem-solving abilities. Holds a B.Sc. in Computer Science and pursuing a Diploma in Pharmacy.

Indore, Madhya Pradesh

Store Executive At

Earthbox retail store & café

(Oct 24 – Present)

- **Store Operations:** Manage daily store activities, ensure smooth operations, and maintain high store standards.
- **Sales and Customer Service:** Drive sales growth, lead customer service initiatives, and ensure excellent customer experience.
- **Team Management:** Supervise, train, and develop sales associates to achieve sales targets and improve performance.
- **Inventory Management:** Monitor inventory levels, manage stockroom organization, and optimize product display.
- **Visual Merchandising:** Implement visual merchandising strategies to enhance store appearance and promote products.
- **Loss Prevention:** Implement security measures to minimize theft and ensure store safety.
- **Reporting and Analysis:** Track sales, customer feedback, and inventory data to inform business decisions.

Indore, Madhya Pradesh

Floor Manager (Operation)

Phoenix Citadel Indore

(Nov 22 – Sep 24)

- Managed and handled events and concerts, ensuring successful execution and attendee satisfaction.
- Supervised entire mall operations, coordinating with various departments to maintain smooth functioning.
- Collaborated with designers to interpret and implement their visions within budget and venue constraints.
- Created and maintained production-related documents including schedules, call lists, and inventory requests.
- Coordinated with vendors for sourcing venues, décor, linens, entertainment, and other event necessities.
- Managed on-site event setup, build, and breakdown, overseeing vendors and production staff.
- Conducted administrative tasks including scheduling meetings, site visits, and processing financial documents.

- Trained and supervised interns and production assistants for events.
- Implementing process for complaint handling and reducing the complaint down time.
- Co-ordination with departments of Management to ensure smooth operations.
- Daily floor management Report.
- Need to provide quality services for day to day operations and ensuring smooth operations with the help of Soft Services, ERT, Security & engineering team.

Indore, Madhya Pradesh

Housekeeping executive At

M.Y Hospital (2021 – 2022)

- Supervise and coordinate housekeeping personnel to maintain cleanliness and order.
- Conduct training sessions to ensure high standards of cleanliness and customer satisfaction.
- Perform regular inspections of guest rooms and public areas for cleanliness compliance.
- Coordinate with other departments (front office, maintenance, food and beverage) for smooth operations.
- Communicate effectively with staff, management, and guests to resolve issues and ensure a positive experience.
- Strong communication and coordination skills for smooth operations and addressing challenges

Indore, Madhya Pradesh

Store executive At

Patel medical (2016 – 2020)

Acquired in-depth knowledge of medicines, drugs, and proper prescription reading. Collaborated with doctors to address medication-related issues, ensuring accurate dispensing and patient safety. Effectively managed store operations as a Store Executive, overseeing inventory, stock management, and customer service to ensure smooth pharmacy functions.

Education & Certification

RGPV University - Indore, Madhya Pradesh

(Running)

Diploma in pharmacy

Pursuing a Diploma in Pharmacy, gaining comprehensive knowledge of pharmaceutical sciences, drug formulation, and medical ethics. This program equips with the skills required for effective patient counseling, prescription handling, and ensuring safe medication practices in healthcare settings.

BSC in Computer science

(2017 – 2020)

D.A.V.V University - Indore, Madhya Pradesh

Completed a Bachelor of Science in Computer Science, gaining a strong foundation in programming, algorithms, and data structures. This degree enhanced problem-solving abilities and technical proficiency, equipping with skills in software development, database management, and computer systems.

SKILLS

- Housekeeping Management
- Customer service
- MS Excel
- Power Point
- Operations management
- Team handling
- Multitasking

Strength

- Strong communication skills enabling effective collaboration with team members.
- Enthusiastic learner, always eager to acquire new knowledge and skills.
- leadership ability in guiding and motivating teams to achieve success.
- Effective time management to meet tight deadlines and prioritize tasks efficiently.
- Collaborative team player contributing to a positive work environment.

Extracurricular

- Traveling and explore new places
- Playing cricket
- learning with a passion for acquiring new knowledge and skills.

Hobbies

- Cricket
- Traveling
- Music
- Dancing

Declaration

- I Sagar Panchal hereby declare that the information contained is true and correct as per my knowledge and belief.

