

Ankita Bhivgade

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EXECUTIVE SUMMARY

Results-driven Manager with over 7 years of comprehensive experience in operations, financial management, and team leadership within diverse sectors. Highly skilled in enhancing operational efficiency, directing high-performing teams, and optimizing profitability in retail environments. Demonstrated proficiency in store operations, sales strategy development, P&L management, inventory control, and customer satisfaction. Recognized for being a key contributor to the business planning process with the ability to initiate both long- and short-term strategies to maximize corporate assets and cash flow. Adept at identifying and analyzing operational deficiencies and developing effective solutions. Strong leader with excellent communication and interpersonal skills that serve as a foundation to effectively network and maintain positive business relationships.

AREAS OF EXPERTISE

- Employee Development
- Financial Analysis
- Strategic Planning/Analysis
- Cost Control
- Team Building
- Sales Strategies
- Merchandise Information Systems
- Mentoring Skills
- Corporate Training Systems
- Communication/Multi Levels
- Sales/Forecast Management
- Employee Relations

PROFESSIONAL EXPERIENCE

Manager, Reliance Retail

Apr 2023 – Jun 2024

Directed operations for a leading lingerie retail outlet, ensuring sales growth, customer satisfaction, and team productivity while adhering to Zivame's brand standards. Managed profit and loss (P&L), inventory control, and strategic initiatives to achieve business objectives.

- Human Resource Management
 - Recruited, trained, and mentored store staff to establish a high-performance culture and prioritize customer-centric service.
 - Conducted regular performance evaluations and implemented coaching strategies to enhance staff efficiency.
 - Maintained optimal staffing levels, aligning resources with weekly sales goals, peak hours, and seasonal demands.
- Sales & Merchandising
 - Analyzed sales data to identify customer preferences and optimized product assortments to drive revenue.
 - Designed and implemented visually appealing merchandising displays, enhancing store aesthetics and increasing footfall.
 - Developed and executed targeted promotional campaigns to boost sales during key shopping seasons.
- Operations Management
 - Held full P&L responsibility, achieving profitability through strategic budgeting and cost control initiatives.
 - Monitored inventory levels to ensure availability of best-selling products while minimizing overstock and shrinkage.
 - Conducted regular meetings with the management and sales teams to align on promotions, sales targets, and customer service standards.

Key Accomplishments

- Increased store sales through innovative marketing strategies and personalized customer engagement initiatives.
 - Improved profitability by implementing robust expense management and shrinkage reduction measures.
 - Consistently exceeded sales targets and customer satisfaction benchmarks, establishing Zivame as a preferred lingerie shopping destination.
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Lead Operations, Walmart Retail

Apr 2021 – Apr 2023

Directed comprehensive store and warehouse operations in a \$75M annual revenue environment, managing a team of 180 associates to deliver exceptional customer service and operational excellence.

- Streamlined daily operations, including order processing, picking, packing, and shipping, ensuring consistent adherence to Walmart's high standards.
- Strengthened vendor relationships, reducing procurement lead times and enhancing stock availability for seamless order fulfillment.
- Collaborated with 3PL partners, utilizing SAP ERP and leveraging advanced Warehouse Management System (WMS) software.
- Successfully managed a dynamic team of supervisors, full-time, and part-time staff, fostering a collaborative and high-performing work environment.
- Resolved customer complaints promptly, ensuring satisfaction and loyalty while coordinating in-store promotions and seasonal events with the marketing team to enhance customer engagement.

Key Achievements

- Delivered actionable weekly reports on key performance indicators (KPIs) to senior management, driving improvements in order fulfillment service-level agreements (SLAs).
 - Maintained mutually beneficial relationships with vendors, suppliers, and manufacturers, enhancing procurement efficiency and operational harmony.
 - Analyzed business reports to identify operational gaps and implemented improvement strategies that enhanced overall store performance and profitability.
 - Designed and executed visually impactful displays and seasonal promotions, boosting customer footfall and sales revenue.
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Department Manager, Reliance Retail Ltd

Oct 2019 – Apr 2021

Led departmental operations and initiatives at Reliance Retail, delivering strong performance in sales growth, team development, and operational efficiency. Excelled in managing large-scale retail operations and driving customer satisfaction through innovative strategies and strong leadership.

- Reorganized staffing models to eliminate inefficiencies and increase coverage during peak hours and promotional events, resulting in streamlined operations, improved customer service, and enhanced team morale.
- Boosted departmental sales by leveraging data analytics to refine merchandising strategies, leading to a significant increase in profitability and a stronger customer engagement.
- Collaborated with loss prevention teams to implement robust asset protection protocols, minimizing shrinkage and safeguarding inventory.

Key Achievements

- Managed and guided a team of 90 associates, delivering tailored training and mentorship programs to foster professional growth and performance improvement.
- Spearheaded changes in operational processes, including compliance with SOPs, which enhanced productivity and optimized merchandise presentations.
- Directed P&L activities, achieving EBIT growth of over 2.5% through payroll efficiency and cost-saving initiatives.

- Played a pivotal role in defining operational processes during store floorplan renovations, resulting in a 50% increase in sales performance and improved customer experience.
- Awarded the 2020 Top Sales Performance Award for achieving a 9.7% increase in sales through innovative strategies and collaborative efforts.

Assistant Store Manager, Easy Day

Jan 2019 – Oct 2019

- Directed daily store operations, including staff scheduling, inventory management, and task delegation, ensuring smooth workflows and adherence to store policies.
- Maintained high standards in visual merchandising by regularly updating displays to improve the customer shopping experience and drive sales.
- Recruited, trained, and supervised store staff, fostering a positive and performance-driven work environment.
- Ensured adherence to SOPs, hygiene standards, and safety protocols, maintaining a secure and well-organized store environment.
- Developed and implemented systems to minimize pilferage and shrinkage, contributing to improved store profitability.
- Addressed and resolved customer complaints promptly and professionally, enhancing satisfaction and loyalty.
- Partnered with the Store Manager to execute marketing campaigns and promotional events, increasing foot traffic and boosting sales.

Key Achievements

- Reduced shrinkage through robust loss prevention systems.
- Enhanced customer satisfaction by addressing complaints promptly and professionally.

Account Receivables Executive, Ascent Business Solutions

Oct 2014 – Aug 2016

Managed end-to-end accounts receivable processes, ensuring accuracy, efficiency, and compliance in a fast-paced billing environment.

- **Medical Claims Billing:** Processed and submitted medical claims and statements through billing software, ensuring timely and accurate submissions to insurance companies.
- **Payment Processing:** Posted received payments into the system and generated weekly cash collection reports for management, providing insights into cash flow trends.
- **Discrepancy Resolution:** Resolved billing discrepancies and addressed customer inquiries by collaborating with sales and customer service teams to deliver prompt and satisfactory solutions.
- **Process Improvement:** Streamlined accounts receivable workflows using automation tools, resulting in enhanced departmental efficiency and reduced processing times.
- **Account Management:** Performed full-cycle management of accounts receivable past due balances, including detailed research, analysis, and account reconciliations to ensure accuracy and compliance.

Acquisition Manager, IndusInd Bank

Sep 2013 – Sep 2014

Spearheaded client acquisition initiatives, driving business growth by building strong customer relationships and offering tailored financial solutions.

- **Client Acquisition:** Identified and acquired high-net-worth clients while generating referrals from existing customers to exceed acquisition targets.
- **Sales Strategy Development:** Developed and executed targeted strategies to sell financial products and services to both B2B and B2C clients.
- **Cross-Selling Expertise:** Delivered comprehensive banking and insurance solutions through cross-selling, enhancing customer satisfaction and driving revenue growth.

- **Compliance Management:** Ensured adherence to regulatory and compliance requirements, mitigating risks and maintaining smooth operational workflows.
- **Relationship Building:** Built and maintained robust client relationships by providing personalized financial solutions and exceptional service.
- **Market Analysis:** Monitored market trends and gathered client feedback to refine acquisition strategies and improve overall performance.

EDUCATION

- Master of Business Administration - Operations and Finance Management, Nagpur University, India (2019)
- Bachelor of Engineering - Electronics, Nagpur University, India (2013)

CERTIFICATIONS

- Project Management Foundations by PMI
- Six Sigma Black Belt
- Google Analytics
- Fundamentals of Digital Marketing by Google
- CDAC-Diploma in Advanced Computing

TECHNICAL SKILLS

- SAP ERP, SAP S/4HANA Cloud, SAP Success Factors, Microsoft Power BI, WMS, POS systems, MS Office

OTHER SKILLS

- Financial Reporting, Budget Administration, Sales Strategies, Retail Techniques, Loss Prevention, Vendor Management, Project Management, Process Improvement, Strategic Planning, Staff Training and Development, Customer Relationship Management (CRM), Data Analysis, Operational Efficiency, Retail Analytics

LANGUAGES

- English: Fluent
- German: A2