

JAIKESH KUMAR SINGH

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No.:

CAREER CONSPECTUS:

- ⇒ A dynamic professional with over 7.3 years of experience in Retail Industry.
- ⇒ Outstanding Operational & customer service experience in Iconic fashion retailing pvt. Ltd, Shoppers stop Ltd., Arvind lifestyle brands Ltd., Splash Fashion India Pvt. Ltd., Marks & Spencer, India.
Exposure in various Retail process areas through Shoppers stop Ltd., Arvind lifestyle brands Ltd., Splash Fashion India Pvt. Ltd. India. And Marks& Spencer India.
- ⇒ *Demonstrated quick learning and ability to constantly surpass goals and meet objectives, thereby achieving regular appreciation from management.*
- ⇒ *Positive attitude, able to go above and beyond customer satisfaction.*
- ⇒ *Skilled in problem resolution, time and asset management and team leadership.*
- ⇒ *An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess flexible & detail oriented attitude.*

ORGANIZATIONAL EXPERIENCE:

Organization: ICONIC India fashion retailing pvt.ltd, Bangalore

Duration: March 2019 till date

Role/Designation: Store Manager

Roles & responsibilities:

Continuous working to improve and enhance customer shopping journey & experience.

- o Fitting room assistance.
- o Cashiering service delivery module.
- o Security/HK on-floor behavior training.
- o Mobile cashiering & Q busting.
- o Institutionalized Exit interviews by store ops team to get the feedback from non-buying customer and impacting areas which can improve conversion.
- o Driven premium demonstration display of watches/sunglasses to customers with trays and gloves.
- o Driven timely annual budgeting exercise and closure with Management with a healthy like to like growth.
- o Thorough understanding and knowledge of business operating processes.
Proposed timely & relevant changes keeping in mind with the ever changing dynamic (internal & external).
- o Continuous monitoring of frontend productivity and ensured that high performers are mapped to store critical depts. Gap analysis and relevant training imparted.
Tracking post training to see the impact on business.
- o Regular meeting & have very good relationship with mall management for

smooth operations for the store.

Team Management

- o *Leading people through effective development and motivation and giving constructive feedback where required.*

Sales Management

- o *Managing sales opportunities and risks through accurate implementation of commercial principles, layout, and consistent visual standards and demonstrating an understanding of competition. Managing sales through the exploitation of systems and information.*

Stocking & Receiving

- o Follow proper procedure to prevent theft and loss when stocking, receiving and securing goods.
- o Using stocking/receiving supplies and equipment in safe and correct ways

Inventory Management

- o Consistently maintaining accurate perpetual inventory and in-stock levels by demonstrating knowledge and application of inventory management systems and tools.
- o Following the standard operating procedures, routines and tools to maximize accuracy in stock levels.

Price Management

- o Monitoring price change, coordinating with Home Office for price changes using appropriate guidelines and mechanisms.
- o Correct labeling and scanning of all merchandise for accurate price tags.

Merchandising/Loss Prevention

- o Plan and organize displays to correspond with current promotions and best – selling products.
- o Maintain store appearance and stock shelves, correct pricing of products, price changes and working with modular sheets.
- o Reporting complaint and problems with products/services and conditions in the stocking/receiving area.

Apparel Section Management

- o Assisting customers with apparel items using apparel sale & presentation technique to meet customer need in a timely manner.
- o Post customer issues and concerns on safe displays and fixtures, problems with apparel products/services and work areas.

Customer Service

- o Show care and concern when serving customers, using policies and information to exceed customer expectation.

Organization: Shoppers stop Ltd, Bangalore

Duration: Jan 2017 March 2019

Role/Designation: Department Manager

Roles & responsibilities:

- ***Set & achieve the sales objective***
- ***Develop, Communicate & Monitor sale plan to achieve the targets.***
- ***Ensure Floor is set as per Planogram***

- *Ensure merchandise is stacked properly for customers at all the times.*
- *Communicate, maintain, and replenish the visual Merchandise plan.*
- *Inventory Management*
- *Provide Feedback to merchandiser.*
- *Ensure prompt customer service.*
- *Team Management.*
- *Shrinkage Control.*

Organization: *Arvind lifestyle brands ltd. (Aeropostale) Bangalore*

Duration: *May 2016 Jan 2017*

Role/Designation: *Department Manager*

- *Team Management*
- *Sales Management*
- *Stocking & Receiving*
- *Inventory Management*
- *Merchandising/Loss Prevention*
- *Apparel Section Management*
- *Customer Service*

Organization: *Splash Fashion India Pvt. Ltd. (LANDMARKGROUP) Bangalore*

Duration: *March 2015 – May 2016*

Role/Designation: *Concept Manager (Store Supervisor)*

Key Performance Areas

Service Management

Sales Management

Stock Management

Team Management

Organization: *Marks & Spencer, Bangalore*

Duration: *April 2013 – March 2015*

Role/Designation: *Sales Advisor*

Key Performance Areas

Service Management

- *Role modeling and managing service style principles ensuring customer needs and expectations are consistently met...*

Sales Management

- *Managing sales opportunities and risks through accurate implementation of commercial principles, layout, and consistent visual standards and demonstrating an understanding of competition. Managing sales through the exploitation of systems and information.*

Stock Management

- Ensuring minimization of shrinkage levels, training the teams on how to handle merchandise and protect stock.
- Delivering correct use of stock information systems by using SAP.

IT SKILLS:

⇒ Working knowledge of MS Office & Windows.

STERNGTHS:

- High energy & Passion.
- Teamwork & Leadership.
- Personal & Professional Integrity.
- Discipline to strategize, plan, monitor and execute.
- Team & People management.
- Ownership.

PROJECTS & SUMMER INTERNSHIPS:

1. A detailed study on “SUPPLY CHAIN MANAGEMENT” in Globus store, 2012

Title: *Efficiency of supply chain management*

The idea behind the study was avoid shrinkage.

Suggestion: To ensure that every product should be tagged with security tags and price tags.

2. A detail study of V MART

TITLE: Market Research

The idea behind the study was to know the various marketing strategies applied by the company, its

Market positioning, future marketing strategies to be applied.

ACADEMICS:

- ⇒ 2013 MBA (Marketing+ Retail) from University of Mysore
- ⇒ 2011 BBA (Finance) from Veer Bahadur Singh Purvanchal University, Jaunpur

ACHIVEMENTS/EXTRA-CURRICULAR ACTIVITIES:

Professional

- Awarded as employee of the month in M&S
 - Won Hero hunt prize, organized by M&S
- Academic
- Knowledge about SAP 01
 - Participated in Business Quiz event of EXHIBIT 2012
- Sports
- Achieved 3rd position in shot put (under 14) on the occasion of annual sports meet in the year 2003
 - Participated in KVS Regional Games & Sports meet 2006
- Cultural
- Achieved 1st position in the inter-house co-curricular activities in the year 2003.
 - Participated, Conducted and monitored Fresher's Party in IIBS as a Food Committee Member, 2011.

PASSION:

- Listening to people & nature
- Short Trips with Friends.

LIFE'S PHILOSOPHY:

Choose to see the positive.

PERSONAL DETAILS:

- Date of Birth : 16Th June 1989
- Fathers Name : Jaiparkash Singh
- Permanent Address : Vill – Luthakhurd, Post- Luthakalan, choubeypur, Varanasi (U.P.)
- Sex : Male
- Marital Status : Single
- Nationality : Indian
- Religion : Hindu
- Language – Can Write : English , Hindi
Can Speak : English , Hindi

Date:

Signature

Place: Bangalore

(Jaikesh Kumar Singh)