**CURRICULUM VITAE**

**nikita SANJAY SHINDE**

wORLI VILLAGE,

Mumbai: 4000030.

e-mail: nikitashinde8850@gmail.com

Mob: 8850811305

**skills & Strength:**

* Multi-tasking.
* Ability to work in a team.
* Customer service skills.
* Good leadership abilities.

**CAREER OBJECTIVE:**

Seeking a challenging and innovative position in a firm that will maximize the opportunities for me to implement my skill set and knowledge as well as my capabilities in the best way possible so that I am able to enrich my skills and aid the development of the firm I work with.

**Educational Qualification:**

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| --- | --- | --- | --- |
| **School/college** | **Qualification** | **University** | **Year of**  **Passing** |
| Little Star High School | S.S.C | Mumbai | 2012-13 |
| Maharashtra College Of Commerce | H.S.C | Mumbai | 2014-15 |
| Kirti M. Doongursee | Bachelor of Mangement Studies | Mumbai | 2015-18 |

**COMPUTER KNOWLEDGE:**

Microsoft Excel

Microsoft Powerpoint

Microsoft Word

**WORK EXPERIENCE:**

**Currently working in Fraazo as Cluster Manager (From August 21)**

* Coordinate incoming and outgoing stock, deliveries and logistics ● Responsible for driving end to end warehouse operations i.e. inbound, inventory, outbound and returns
* Monitor stock levels and carry out periodic stock takes (weekly & monthly)
* Maintain FMCG inventory levels and inventory records
* Supervise staff members, including preparing weekly rosters and leading staff evaluations
* Record all stock movement and deliveries in database and prepare regular reports
* Mandatory Registers, MIS Reporting and Records Maintenance
* Undertake cost optimization and process improvement initiatives
* Overall control of Operation and have to check all the modes of deliveries (i.e. van, Bike etc.)
* Preparation of daily, weekly and monthly management reports
* Store Audits, Compliance Audit, responsible for customer complaints ● Shrinkage, Dump, Damages & Expiries control / reporting ● Trained and mentored new floor staff in tasks including receipting, restocking, documentation
* Transport and Logistics Management,Work Environment and Safety Management
* On time Picking and Last Mile Delivery Management

**Had worked in Rolling Pin as Store Manager (June 20 to Jul 21)**

* Responsible for overseeing the Entire Store Operations of Breachcandy and Lower Parel Outlet.
* Gathering customer feedback and acting on it and reporting to Head Office on weekly basis.
* Ensuring zero complaint position on Daily Basis.
* Responsible for Accounting, cash handling & Daily Bank Deposits.  
  Responsible for the discipline, training, and motivation of sales team.
* Preparation of Documents like Stock Registers, Petty Cash Registers, Cashbook, Debit Vouchers, Delivery Orders etc.

**Had worked in Natures Basket as Assistant Department Manager (June 19 to May 20)**

* Assist with the execution of daily operations through staff training, supervision and team building.
* Ensure company goals and objectives are being met by each employee and provide feedback
* Maintain outstanding store condition and visual merchandising standards
* Address customer concerns in reference to products, services rendered or employee interactions

**Had worked in Dmart as Sales Associate (April 18 to May 19)**

* Handle and respond to customers’ requests via call to ensure prompt resolutions of the queries resulting in complete satisfaction & acceptance.
* Communicate effectively and professionally with customers to resolve questions and issues.
* Communicate clearly and professionally, both verbally and in writing.

**Personal Details:**

Date of Birth : 08/12/1997

Gender : Female

Marital Status : Unmarried

Nationality : Indian

Languages Known : English, Hindi, Marathi, Spanish

**Declaration:**

I hereby declare that the above mentioned details are true and correct to the best of my knowledge and belief.

Place: Mumbai- India

Date:  **(NIKITa Shinde)**