



## CONTACT

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📍 Pondicherry, India

in arunmozhi.pv

## SKILLS

Personal Integrity and Ethical Behaviour



Management Proficiency in High Volume Retail



Monitoring P&L reports and Cash Expenditure



Interpersonal and Clear communicator



Forward Planning and Strategic thinking



Problem Solving and Collaborative Decision making



Building Skilled and Motivated Sales and Service team



Team and Relationship Building



## LANGUAGES

English



Tamil



## HOBBIES

Avid Tennis Player

Movie Freak

Former State captain & an Occasional cricketer

Music Lover

Food Enthusiast

# ARUNMOZHI P V

GENERAL MANAGER

## SUMMARY

A successful Business Management professional with 17 years of significant contribution in Retail Management, Supply chain, Audit and Compliance, Corporate Sales and Telecom Services.

## EXPERIENCE

### GENERAL MANAGER

Oct 2017 - Present

#### Pothys Pvt Ltd., Pondicherry

- Effectively handling around 1200 employees and driving them to achieve key business objectives i.e Increasing Sales revenue, High Customer Satisfaction score, High employee morale and hence Productivity.
- Planning and Achieving Sales Revenue through Retail, Online Business and Corporate Business
- Warehouse Operations Management of around 35,000 square feet area for Apparels and Grocery items
- Achieving High Customer Satisfaction score through Feedback monitoring mechanism and conducting various customer centric programs.
- Planning and executing various Brand building programs and advertisements to always be on the positive side on the consumers mind.
- Responsible for overall operation and maintenance of a "Production Unit" that supplies packed grocery items to all "Superstores" across TN.
- Ensuring compliance with Standard Operating Procedures (SOP), Audit and regulation and Liaisoning with Government Ministers and Bureacrats
- Partner with Purchase Managers and Floor Managers to manage clearance product price points for liquidation while maximizing merchandise margin
- Monitors employee/customer interactions and provides constructive feedback on ways employees can improve service and increase sales
- Charged with all aspects of Administration, Management, Security, and Operations of the facility
- Train and motivate all associates through on-going programs in sales, Guest service and product knowledge.

#### Accomplishments.

- Had achieved highest Revenue growth rate among all branches for the year 2018 -19.
- Achieved an overall customer satisfaction rate at 96%
- Average basket value increase at 32%
- Overall employee attrition at less than 3%
- Brought down the fixed rental expenses by 20%

### ZONAL MANAGER

Mar 2014 - May 2017

#### Tata Teleservices Ltd, Chennai

- Managing Complete Zonal Operations with accountability for Profit, Forecasting monthly/Annual Sales target and executing them in a given time frame by organisational planning.
- Managing the entire gamut of Postpaid BU; Acquiring Postpaid Customers, FS Bill collection and retention of customers to achieve Postive REC base.
- Driving 6 Channel Sales Managers to achieve all KPI Parametres i.e Postpaid Acquisition, Customer Retention, FS Collection and SME Visit.
- Achieving Sales as per AOP, Ensuring all COCO's are profitable by increasing Acquisition with quality, Converting non Profitable COCO's to FOFO's and

## AWARDS

Nationally ranked No 2 in overall revenue base and new acquisition

Tata Teleservices Ltd

FY 2014

Best Zonal Manager  
Tata Teleservices Ltd

Consecutive 3 months

Best Zonal Manager  
Aircel Cellular Ltd

Aug'12,Sep'12 and Oct'12

2 Times Presidential Award  
Winner for Annual business  
Contribution

Reliance communications ltd

Only Employee to be rated  
5 for 3 Consecutive years  
Reliance Communications  
Ltd

making them profitable by increasing customer acquisition through additional manpower.

- Developing IOCR Base across Tamil nadu through Direct Sales Team and channel Partners.
- Acquiring Desk permission from Large Corporates across Tamil Nadu and to ensure pulsing of this account every month

Zonal Manager-Key Accounts

Aircel Cellular Ltd,Chennai

Jul 2011 - Mar 2014

Senior Manager

Reliance Communications Ltd,Pondicherry

Mar 2007 - Jul 2011

Channel Sales Manager

Hutchisson Essar Ltd

Mar 2006 - Mar 2007

Sales Associate

Reliance Infocomm Ltd

Dec 2002 - Apr 2004

## EDUCATION

Master of Business Administration

School of Management, Pondicherry University

Jul 2004 - Mar 2006

Bachelor of Technology

Pondicherry Engineering College

Jul 1998 - May 2002

## CERTIFICATION

Engines of Disruption- Imperatives for designing the  
Eco system

Goldraft Consulting

2021-04-28

Art of Choosing - How to define Customer centric  
Assortment

Goldraft Consulting

2021-05-26

Hyper Localization and Merchandise Flow Management-  
Framework for making it a reality

Goldraft Consulting

2021-06-29

Retail Strategy and Resource Management

Retailer Association of India

## PERSONAL DETAILS

Date of Birth: 09/09/1980

Marital Staus: Married

Residential Address: 22,Fourth Cross Street ,Kurinji Nagar,Pondicherry 605008

References:

Mr.Srinivason,CEO,Connecting Dots Strategic Consulting

Mr.Rajesh Bhaskaran,Senior Executive Vice President,Hathway

