**Shiv Nath:+91-9910715717**

**H.NO 10 41/B, G-1 Block, Phase-6, Aya Nagar-New Delhi-110047** **•** snshivam@gmail.com **•**

[www.linkedin.com/in/s](http://www.linkedin.com/in/s) hiv nath

**SUMMARY**

Operation Manager with greater than 13 years of experience in streamlining and implementation of new processes required for fast growth of the organization. Vast industry knowledge of various fields like Hotel, Hospitality, Retail & Diagnostics.

Has handled team of 22 and up to date with latest technical skills.

Very enthusiastic, high learning tendency and efficient team member.

**EXPERIENCE**  **13 Years 7 Months**

**Senior Manager-Inventory•**

**Healthians •** Gurgaon, Haryana 25/07/2019–28/10/2022

RESPONSIBILITY-Reporting to CEO

1. Distribution of materials to phlebos & City’s SPOCs and proper forecasting of the materials.
2. Maintaining the stock of 150+ cities & Delhi-NCR to run the operation under the guidance of SOPs and audit compliance.
3. Booking of Inbound/Outbound Logistics of courier ,finding of other alternatives, Agreements with aggregator & vendors,booking of vehicles.
4. From picking materials from vendor or manufacturer to delivering of materials to the city’s SPOCs,taking care of their SLA & TAT.
5. Purchasing materials and searching alternative by regular visits and meeting to make sure the operations run smoothly.
6. Vendor Development ,management ,timely payments and quarterly audit of vendors.

7-Work closely with stakeholder, City SPOC, RM, Admin, HR, Operation, Finance and Tech.

8-Discussion and negotiation with goods carriers about shipments costs.

10-Evaluating the Budget and expenditures.Presenting the monthly data to CEO.

11-Well verse in SAP, MS office tools and Google sheet.

**Store Manager •**

**Future Group •** Gurgaon, Haryana 28/05/2018– 24/07/2019

RESPONSIBILITY-Reporting to DM

1-Running store operations, handling complaints and develop tools to control shoplifting.

2-Identifying competitors in each and every category and achieving sales target.

3-Working on SAP, Win core, E-Sanchayan, Far Eye and delivery apps.

4-Clarifying all audits done by Fire Dept. and FCCAI.

5-Presenting monthly data for the health of the store.

**Supervisor•**

**Bird Group** •Gurgaon, Haryana 14/12/2011– 27/05/2018

1. Making roaster, training, briefing and leading the team of 22 people.
2. Taking care of operations and handling customer complaints.

2-Increasing the sale by organizing events, corporate booking and developing customers.

3-Responsible for maintaining Inventory of Sports Materials

4-Bringing materials from other outlet.Taking care of the logistics

4-Aceiving sales target.

**Guest Relation Associates**

**• Country Inn & Suites** • Ghaziabad, UP 04/2009– 08/2010

1-Ensuring guest receive quality services and satisfaction.

2-Making inventory of crockery and cutlery.

**SKILLS**

1-SAP,2-MS Word, 3-MS Excel, 4-PPT, 5-Negotiation, 6-Cordination

**EDUCATION**

B.Sc. in Hospitality and Tourism (2006-2009)

IHM Meerut

Sikkim Manipal University

**ACHEIVEMENT**

1-Awarded for Lowest Shrink of Store in Gurgaon zone.

2-Awarded for bringing highest YOY Growth of store in zone.

3-Selected for Employee of the Year-2015 by Bird Group (I skate).

4-Get Bravo for excellent service by Carlson Hotels.