**Dinesh Kumar**

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**An Inside out**

* Believe in myself & trust others.
* Never say die attitude and a go-getter tremendous potential.
* Energetic, hard working, Dynamic nature, Disciplined approach, Professional outlook, Quick learner, Team player and Career driven.

**Work Experience**

**Professional Experience in Retail**

Working with **Baggit India Pvt. Ltd.** as **Store Manager( from 20 Oct 2015 to12 Oct 2017) .**

**Keys Responsibilities Area**

* Set targets of each Sales staff in the Department manager.
* Ensures that the targets are achieved.
* Budget expense to keep costs low and maximize profitability.
* Ensure effective implementation of sales promotion activities.

**Controlling Pilferage**

* Develops systems to control pilferage / shoplifting.
* Controls damages on the floor, with the help of manager.
* Identification of the merchandise likely to be pilfered.

**Operations**

* Coordinates with IT on issues relating to cataloguing, schemes etc.Coordinates with Category Management team to ensure proper running of the Schemes.

**Customer Service**

* Resolving Customer Complaints.
* Interacting with customers & obtaining their feedback.
* Addresses concerns and queries of customers by being personally available to them.
* Customer Relations Management.

**Visual Merchandising**

* Visual Presentation of Merchandise.
* Identify, lend direction, strategy to the placement of tools of Visual Merchandising.
* Improving & Maintaining the Façade of the Department.
* Maintain the premium look of the Department in consultation with the VM.
* Guide the Sales Staff in terms of product displays, product highlight areas, mannequin, positioning of signage’s / posters, layout plans etc.
* Ensure that the Communication vehicles are in place.

**MIS**

* Weekly ,Monthly reports related to Sales, Stock position, staffing , fast movers stock

Sellers – slow movers stock etc.

On timely basis.

* Timely Replenishment of the fast mover merchandise

**People Management**

* Ensures scheduling the weekly off so that proper coverage is maintained, on a daily basis.
* Ensures it is prepared on time on a weekly basis.
* Providing on the job training to staff.
* Impart training to sales staff about Product knowledge, Merchandising, Inventory management, how to increase sales, customer handling.
* Ensures that all employees are disciplined and adhere to the stores disciplinary policies.
* Inspects staff grooming.
* Coordinates with the HR in implementing Motivational tools.
* Develops & Maintains a motivated and enthusiastic team who would achieve and exceed targets
* Creates a professional environment for internal as well as external customers.
* Boosting staff morale and developing the right attitude and team spirit in them.
* Discipline and Decorum maintenance.
* Identifying potential people for higher responsibilities.
* Responsible for grooming and development of staff for future roles .

**Previous Experience**:

* Worked as Sr. Sales Executive (Team Leader) with **Reliance Retail Ltd (Reliance Jewels)** from Sept. 2009 to Oct 2015.

**Key Responsible Areas**

* Making a Weekly / Monthly / Yearly Target achievement, Stock analysis & other reports.
* Giving proper feedback to the senior’s i.e. Category & H.O Operations team.
* Visual merchandising of the Store and Department.
* Guide to marketing team for Future Plan for increasing a footfall.
* Future Business Planning and implementation for the coming season.
* Systematic function of the whole Store & department process.
* Maintaining inventory of the entire stock on the Floor as well as in the Back Store.
* Forwarding the customer requirements to the concerned Departments & Category.
* Training & development of the TM’s / TL’/D.M.s i.e. Product knowledge, Store SOP Training programmer.
* Nourishment of prospective customer (making their shopping a delight with rendering them a good service).
* Looking for Store SOP process -Store Operating Procedure.

**ACADEMIC QUALIFICATION**

* Graduation in B.A. from PGDAV College, Delhi University.
* High School from C.B.S.E BOARD
* Intermediate from C.B.S.E BOARD

**COMPUTER SKILLS:**

MS Office, Internet Browsing, E-mailing.

**PERSONAL PROFILE**

Date of birth29 Nov 1982

Father Name Shri Shyam Lal

Language Known Hindi , Enhlish

Date :

Place :

**(Dinesh kumar)**