



VIKRAM SINGH RAUTHAN

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MANAGEMENT PROFESSIONAL

Aiming for assignments in Sales Operations/Suppl Chain Management/ Operations Management with a reputed organisation preferably in customer seniice, Logistics industry for delivering sustained organisational growth in dynamic environments; Location Preference: DelhifNCR, Uttrakhand

Perusing MBA — retail and human resource Operations Management, with nearly 11.5 years of rich experience in:

"Supply Chain Management

"Logisticsf Packaging

" Warehousef Storage Functions

"Cost Control Initiatives

store standard Planning

"Quality Management System

Vendor Management/Audits

"Sales/Business Development

"SAP Module Support

- MIS/ReportingfCompliances

- Client Relationship Management

- Team Management

Presently associating with **Sunshine Tea pvt ltd at Chayoos as restaurant Manager**. Proven ability to enhance operational **effectiveness and meet operational goals within sale , service, standard, cost & quality parameters**. Deft in overseeing performance bottlenecks and taking corrective measures to avoid the same. Attained proficiency in Business Development and Sales & Marketing activities with expertise in opeational plan execution account, management, pre-sales efforts, competitor and forecast analysis, and targeted marketing.

Skilled in handling customer complaint, all technical & managerial aspects, developing reports on performance analysis and planning for better operations. Recognized for outstanding analytical, planning & execution and problem solving skills; an effective communicator with the ability to relate to people at any level of business and management.

Noteworthy Highlights across the tenure include:

- Gained expertise in handling store issues Independently; well versed with commercial terms like sale, service, standard, cost etc. *which is useful while service with customers & business.*
- Demonstrated **excellence in customer service & admin functions within the company & for all customers; Essayed a major role** in dealing with all store in India and resolving the cases of all customer requirement all over store in India
- Proven abilities in interacting with **transporters for efficient negoti affions for any type store work and other terms & conditions; deft in coordinating with dealers** for dispatches, performing stock audits & inspection
- Efficiently worked in SAP front end like team briefing, **service Planning , people planning, Material forecastng, Excise Posting, Sale Entry, Creating Sales Order, Delivery Order and Billing etc**
- A proactive individual with a logical approach to challenges, can perform effectively even within a highly pressurized working environment.
- Excellent track record of customer service, team work and sales target achievement.
- Proficient in using sales records for sale forecasting and procurement.
- ^ Expertise in promoting sales using best display and allocation of merchandise on the shelves.

AREAS OF EXPOSURE

- Steering operations with a view to achieve organisational objectives and ensure profitability; generating sales leads & establishing contact with prospective clients for revenue generation
- Ensuring availability and delivery of right quality materials at the right time, price and terms controlling excess stock, slow moving and non-movable items and keeping a check on inventory
- Heading Warehouse Activities like Receiving, Picking, Dispatch & Logistics Arrangements, etc.; ensuring proper & safe storage of goods; handling delivery issues

- Ensuring check compliance with various departments related to store terms of filing monthly/annual returns & yearly assessments and report to store manager and area manager.
- Creating & sustaining a dynamic environment that fasters development opportunities and motivates high performance amongst team members

Work Experience

June 2019 to September 2021 : Devyani international Pvt Ltd at pizza hut as a Restaurant General Manager

Jan 2019: Start Work With Natural Ice Cream India Pvt. Ltd. as Assitant Resturant Manger at Cannought Place

Jan 2018: Start worked with Honey Money Top Retail Private Limited as a Acting Store Manager at Grand Omaxe in Noida

June 2016: Start worked with Future Group Retail Pvt. Ltd.(Food Hall) as a Department Manager (Specialist) at DLF Promenade Vasant Kunj Mall

Jan 2013: Start worked with Marks Spencer as a Acting Store Supervisor(FHSO) at DLF Promenade Vasant Kunj Mall and Galleria Market Gurgaon

Dec 08: Start worked with team member and selected as a as Trainer and Floor Manager in MC Donalds India Pvt. Ltd at.DLF Promenade Vasant Kunj Mall

Job Description

- Ensuring the best customer service
- Enhancing customer experience by managing all customer touch points
- Managing store inventory- stock replenishment
- Stock management on the sales floor as per service standards
- Ensuring best utilization of space available
- Achieving sales target and ensuring profitability of the category IN THE STORE.
- Encouraging team effort and motivating staff members
- Role model the highest standards of customer service with the team
- Ensuring adequate learning and development of the team through on job training
- Developing team by providing timely and constructive feedback
- Setting up sale targets for the week and planning accordingly to achieve targets.
- Maintaining records of the sale on daily, weekly and monthly basis
- Minimizing store shrinkage by implementing
- Working towards understanding consumer shopping behaviour for apparels
- Making production consumption and uploading SAP.
- Making requirement of department and send to vendor
- Check product movement in SAP
- Leading a team of 20attendants
- Ensuring product training being offered to every attendants on new product launches
- Ensuring proper services offered to customers as being requested
- Setting up floor as per standards/ plan gram
- Achieving sales targets
- Ensuring stocks availability by BC
- Complaints handling
- Developing, communicating and achieving sales targets
- Inventory management, floor and self-management
- Understanding SOP and recommending for improvements
- Support to management.
- Every Monday floor walks in all department.

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Achievements-

- Got Employee of the month award twice and 100% attendance certificates.
- Got appreciation in handling every department in the store successfully.
- Successfully lead a team of 11 sales advisors in achieving sales targets, getting highest in Mystery -- shopping report and scoring 98% in RVT in the last quarter of the year 2013.
- Got nominated for Employee of the Year 2013 working in M&S all over PAN India
- Consistently hitting minimum shrinkage from last 3 quarters (-0.60 to -0.17 % of sales).
- Got Employee of the quarter-3 award in 2014 all over PAN India

SKILL SET

- ? Dynamic, competent & Diligent Professional with 9+ years of sound work experience.
- ? A Quick learner. Extremely goal-oriented, innovative and adapts easily to new situations.
- ? Expertise in designing & implementing training programs to increase customer focus, high energy level and build team spirit.
- ? Extensive knowledge of MS Excel, Power Point, Word and maintaining MIS.
- ? Outstanding proficiency in retail procedures and policies.

EDUCATION

Year	Institute/ Board	Qualification
2010	Dr.P.B.P.G.College Kotdwara Uttrakhand (HNB University)	B.com
2007	C.B.S.E. Kotdwara Uttrakhand	XII
2005	C.B.S.E.Kotdwara Uttrakhand	X

PERSONAL DETAILS

Date of Birth 15th Jan 1990
Languages Known English and Hindi
Permanent Address Padampur Sukhro Kotdawara Pauri Garhwal 246149, Uttrakhand
Present Address Room No. 664, Sector -1 R.k.puram, New Delhi - 110022

ADDITIONAL QUALIFICATIONS/TRAININGS:

- Diploma in personal development, in 2013 (Continue)
- Diploma in Computer Application from IIFT, new delhi in 2011
- CERTIFICATE in tally accounting version 9.7 from hiltron ,uttarakhand 2009

IT SKILLS

Operating System DOS, Win 98/ 00/ XP
RDBMS & Packages MS Office
Multimedia Adobe Photoshop 7
ERP SAP (End User)

OTHER INFORMATION

- Positive Thinker, Self-Motivated, Multitasking, Leadership, Team player.
 - Analytical, presentation and interpersonal skills.
 - Critical thinking, complex problem solving skills.
- My hobbies travelling, writing, cooking, driving & making friends.

Date;
Place;

Vikram Rauthan