Jai Prakash Contact: +91-9871970064 E-Mail: jaip6629@gmail.com

To work towards achieving organizational goals with sincere efforts, professionalism and perseverance and in turn making a mark for myself in the corporate world. **.**

PROFESSIONAL PRÉCIS

* A competent professional with More than 15 years of experience in Store Operation and Customer service of the store.
* Currently working with Vishal Mega Mart as Store Manager.
* Past experience working with Future Retail Limited as Store Manager from last 15 years.
* Experience in managing & executing various promotional activities / events and escalating business, profitability and market coverage.
* Proficient in providing value added customer service by resolving customer issues & ensuring their satisfaction with product and service norms.
* Strong organiser, motivator, team player and a decisive leader with successful track record in directing from original concept through implementation to handle diverse market dynamics.
* Skilled in managing teams to work in sync with the corporate set parameters & motivating them for achieving individual and business goals.
* An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management.

NOTEWORTHY ACCOMPLISHMENTS

* Received appreciation letter for achieving maximum sales within given period.
* Played a crucial role in opening Hypermarket Big Bazaar at EDM Ghaziabad, BB Sahara Gurgaon & Fashion @ Big Bazaar store Sec 14 Gurgaon
* Successfully conducted mega events i.e. Sabse Sasta Din, Exchange Mela, Price Challenge, Wednesday Bazaar, etc.
* Awarded by Business Manager for Outstanding Performance for within first half of 2017–2018 for being the Best Sales Manager of the store.

EMPLOYMENT ACCOUNT

Currently working as Store Manager in Vishal Mega Mart Alwar since Feb 1, 2020..

**Accountabilities**

* **Apparels**
	+ Handling the top line and bottom line of the section.
	+ Evaluating the effectiveness of promotions, offers, discount and margins.
	+ Achieving the annual business plan sales targets and margin targets.
	+ Ensuring localisation of the store in terms of product mix.
	+ Maintaining a hygienic environment for the respective section.
* **Merchandise**
	+ Understanding the merchandise policy from Category Management Team.
	+ Coordinating with merchandisers at Zone and Head Office for Replenishments and for removal of non-moving stock and implementation of schemes.
* **Customer Service**
	+ Handling customer complaints and resolving customer complaints.
	+ Interacting with customers & obtaining their feedback.
* **People Management**
	+ Explaining and grooming standards to the sales staff.
	+ Ensuring that the staffs are disciplined and presentable.
	+ Guiding staff in achieving targets.
	+ Functioning as coach & counsellor to the sales staff.
* **Visual Merchandising**
	+ Maintaining premium look for the Department in consultation with the Visual Merchandising.
	+ Guiding the Sales Staff in terms of product displays, product highlight areas, mannequin, positioning of sign ages / posters, layout plans, etc.
* **Inventory Managements**
	+ Scanning 100% article which is inward and outward from the store.
	+ Conducting daily counting of high shrinkage article and action taken to control them.
	+ Controlling the overall inventory in the system with a strict daily monitoring system.
	+ Ensuring weekly checking of the ageing stock and coordinating with zone category to liquidate them.

**Past Experience**

* April 2017 –Jan 2020 Worked with FBB Standalone as a Store Manager in Future Retail Limited..
* April 2014 – April 2017 Worked with Deptt Manager in Future Retail Limited as a Department Manager Apparels.
* May 2009 – April 2013 Worked with Future Retail Ltd as a Asst Deptt Manager Apparels and Footwear.
* April 2007- March 2009 completed PGDRM course associated with Pantaloon Retail India Ltd.
* May 2006- April 2007 Worked With Future Group as the Team Leader (Fashion)
* Oct ’04-May 2006 Worked with Future Group (Big Bazaar) EDM Ghaziabad as Associate Executive.

**Accountabilities**

* Handling sales promotion activity for the company like HLL,P&G ETC
* Managing entire sales promotion activity and coordinates with the clients.

IT SKILLS: Conversant with MS-Office Applications (Word & Excel), REM and SAP Software.

SCHOLASTICS: MA in Eng from M D U Rohtak in 2004.

 Arts Graduate from M D U Rohtak in 2001

 10+2 from BSEH, Bhiwani in 1998

 10th from BSEH Bhiwani in 1996

PERSONAL VITAE

Date of Birth: 15th Oct, 1980

Address: H No – 85, T P Scheme – 9, Rewari Pin code - 123401

Linguistic Abilities: English and Hindi