**MERWIN**

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**SUMMARY**

A keen and growth oriented marketing professional with Masters in Business Administration (Marketing) with an experience of more than 5 years in retail portfolio. Seeking for a more challenging position in administration department with expertise in using SAP, Retail Pro, MS Office & absolute ability to meet the set standards & deadlines in this fast paced professional environment.

**ACADEMIC QUALIFICATIONS:**

***Master of Business Administration 2009-2011***

Visvesvaraiah Technological University, Belgaum.

PA College, Mangalore

Major: Marketing.

***Bachelor Of Arts 2005- 2008***

Mangalore University, Mangalore

Pompei College, Mangalore

Major: Economics, History & Sociology

**PROFESSIONAL EXPERIENCE:**

***Administrative Officer (May, 2013- Present)***

***Marks & Spencer, Al Futtaim Group LLC. Yas Mall, Abu Dhabi, UAE.***

**Key accountabilities:**

* Conducting stock takes once in 6 months to ensure the stock accuracy in the store.
* All the reports, deliveries, purchase orders, stock replenishments and issues related to stocks been updated on SAP.
* Working on Retail pro ERP software for generating periodical reports, total sale volumes and coordinating with IT team for posting of all transactions on SAP.
* Monitor inventory, office stock and ordering supplies as necessary for the smooth flow of office operations.
* Assist the Manager by providing daily, weekly & monthly reports to track the store performance for the effective functioning of the store without any tussles.
* Schedule staff’s visa, medical, coordinating with other internal and external departments by collecting all appropriate documentation necessary for visa and permits required to be processed & respond to staff queries on Visa/ Labor/ Passport related matters. Finally, Ensure all visa, medical and labor permits are up to date and arrange for timely renewal.
* Update & maintain the holiday, absence and training records of staff. Conduct trainings for all the staffs with regard to new processes and other subject related aspects.
* Maintain up to date records to follow all audit procedures, conduct delivery process including scanning and updating the stocks in SAP and Create LPO’s. Identify damaged items received from transfers or deliveries and raise –SRD’s and follow up in an accurate manner.
* Liaising with suppliers to check the progress of existing orders
* Updating, processing and filing of all documents.

**Achievements:**

* **“YOU ARE SPOTTED”** award for delivering good customer service & dedication towards the work.
* **“SERVICE CHAMPION”** Award for delivering exceptional customer service.
* Was recognized in the company for successfully taking initiatives to reduce the operating costs of the store in order to improve the profit margin of the store: like reducing the electricity expenses, stationary costs, stock transport expenses etc.,

***Operations Manager (October 2011 – December 2012)***

***Reliance retail Pvt Ltd.’ Bangalore, India.***

**Key accountabilities:**

* Procurement of stock from warehouse through indenting & completing GRNs on time.
* Leading efforts for streamlining processes and generating cost savings in operations.
* Co-ordinate with operations staffs for upkeep the standards of operations.
* Looking after back office operations such as inventory management.
* Receipt of stock at the store through proper inspection.
* Indenting for the FMCG, fruits and vegetables stock.
* Maintaining up to date records of licenses, permissions & other compliances to follow all audit procedures.
* Timely updating of the entire store related expenses in SAP (ZFBCJ).
* Controlling, co-ordinating and monitoring of staff by implementing appropriate staffing measures.
* Training and development of the staff towards new methods and techniques of store operations.
* Preparing weekly & monthly schedules for staff & ensuring strict adherence to them by the staff.
* Updating staff attendance in SAP on a monthly basis to ensure that the salary has been paid to the staff on time.
* Implementing effective customer service initiatives.

# Achievements:

* Took measures to reduce store shrinkage & achieved green on the dashboard in 6 months’ time.
* Improved store profitability from -7% to -3%.
* Helped the staffs in their career growth.

**COMPUTER SKILLS:**

* SAP ECC 6.0
* MS Office
* Retail Pro

**OTHER QUALIFICATION:**

* Diploma in hospitality, travel and ticketing from Frankfinn Institute of Air Hostess Training.

**LANGUAGES KNOWN AND SPOKEN:**

* English, Kannada, Hindi, Konkani & Malayalam

**SKILLS:**

* Communication skills - written and verbal
* Planning and organizing
* Prioritizing
* Problem assessment and problem solving
* Information gathering and information monitoring
* Attention to detail and accuracy
* Flexibility
* Adaptability
* Customer service orientation
* Teamwork

**PERSONAL DETAILS:**

Date of birth : 7/12/1986

**References will be furnished upon request.**

**I hereby declare that the above furnished information is true and correct to the best of my Knowledge and belief.**