**YOGESH**

Email: yogesh.259564@2freemail.com

**OBJECTIVE:** To obtain a challenging position with a market leader that will utilize my educational attainment and experience.

**WORK EXPERIENCE:**

**APPAREL LLC. UAE**

**SR. STORE MANAGER -AEROPOSTALE**

**Duration: July 2012 to present**

**APPAREL LLC**

**STORE MANAGER – AEROPOSTALE**

**Duration: June 2010 to June 2012**

* Coach Representatives on company process, procedures and position responsibilities.
* Manage payroll time entries and expenses to optimize regional contribution.
* Executing new ideas to drive sales and team on floor
* Operate as front line manager on implementing store functions through staff members.
* Maintains store staff by recruiting, selecting, orienting, and training employees.
* Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensures availability of merchandise and services by approving contracts; maintaining inventories.
* Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
* Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
* Secures merchandise by implementing security systems and measures.
* Protects employees and customers by providing a safe and clean store environment.
* Maintains the stability and reputation of the store by complying with legal requirements.
* Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
* Contributes to team effort by accomplishing related results as needed
* Sales and “bottom-line” profits of the store.
* Maintain, encourage and possess “ownership mentality”.
* Develop and implement employee performance evaluations and improvement plans.
* Effectively manage employee turnover. Provide a positive working environment and handle employee issues appropriately and in a timely manner.
* Resolve customer problems or complaints by determining optimal solutions.
* Utilize labor management tools, including effective scheduling, to maximize productivity, profitability and margins.
* Encourage store employees to take ownership for their performance and career development plans; follow up on a regular basis.
* Provide exceptional customer service and ensure the employees also provide the same level of service.
* Conduct regular store meetings.
* Maintain and utilize surveillance equipment.
* Maintain adequate store supplies.
* Manage store revenue, including cash handling, deposit reconciliation and delivery of deposits to bank.
* Execute and monitor loss prevention and shrink programs.
* Management of all store operational issues, to include store housekeeping, store administrative duties, physical inventories, price changes, etc.
* Successful candidates should be able to cite significant achievements, demonstrating their ability to handle all aspects of retail operational and merchandising management issues, from the delivery of stock to the store to the final sale of the product to the customer.
* Manage speed of service results, controls inventory that is used for service orders, and is responsible for the overall organization and appearance of the service center.

**PIDILITE INDUSTRIES LIMITED \_ INDIA**

**RETAIL STORE MANAGER – HOBBY IDEAS**

**Duration: July 2008 to May 2010**

* Making sure the shop floor runs smoothly
* Meet the store's monthly targets and handle budgets
* Recruit and train staff
* Deal with any inquiries and complaints and monitor customer service
* Serve customers as needed
* Put together the team schedule
* Check that the products you sell are well displayed
* Managing deliveries
* Market surveys to keep in competition
* Continuous product feedbacks

**THE LOOT INDIA PVT LIMITED INDIA**

**STORE MANAGER – THE LOOT**

**Duration: June 2007 to June 2008**

* Recruiting, training, supervising and appraising staff
* Managing budgets and sales planning
* Maintaining statistical and financial records
* Planning in all aspect
* Promoting and marketing the business
* Dealing with customer queries and complaints
* Overseeing pricing and stock control
* Maximizing profitability and meeting sales target

**ADITYA BIRLA GROUP \_ INDIA**

**ASSISTANT STORE MANAGER – PLANET FASHION**

**Duration: January 2007 to May 2007**

* Create schedules to ensure adequate and efficient staffing at all times
* Advise Store Manager on staffing needs and personnel issues
* Facilitate clear communication between retail floor staff and office staff
* Schedule Product Knowledge sessions with various sales representatives
* Provide expert advice to customers in all areas of the store
* Proactively build and maintain customer relationship
* Ensure that newly-received product is stocked in a timely manner
* Motivate staff and maintain a positive work environment

**RAJAN RAHEJA GROUP OF COMPANIES , INDIA**

**SR. SALES ASSOCIATE– Globus Stores Pvt.Ltd.**

**Duration: January 2005 to December 2006**

**SALES ASSOCIATE – Globus Stores Pvt.Ltd.**

**Duration: May 2005 to December 2005**

* Enhances staff accomplishments and competence by planning delivery of solutions; answering technical and procedural questions for less experienced team members; teaching improved processes; mentoring team members.
* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
* Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
* Contributes to team effort by accomplishing related results as needed.

**LANDMARK GROUP INDIA**

**CUSTOMER SERVICE REPRESENTATIVE – LIFESTYLE INTERNATIONAL PVT.LTD.**

**Duration: October 2003 to January 2005**

* Greeted customers and determined their needs and wants
* Discussed type, quality and number of merchandise required for purchase
* Recommended merchandise based on individual requirements
* Advised customers on utilization and care of merchandise
* Provided advice to clients regarding particular products or services
* Explained the use and advantage of merchandise to customers
* Answered customers’ queries and concerns
* Showed the live working of merchandise
* Prepared sales contracts and accepted payment through cash, cheque and credit card
* Assisted in display of merchandise
* Maintained sales records for inventory control

**EDUCATIONAL BACKGROUND:**

**Bachelor of Science (Chemistry)**

University Of Mumbai

Year 2006-Year 2009

**SEMINARS/TRAINING ATTENDED:**

**Apparel Manager Program (AMP)**

APPAREL LLC, Dubai UAE

Training duration – 2 months

* Business Acumen
* Operational Excellence
* People Management
* **One Minute Manager’s Training**
* **Retail Math**
* **Cashier’s Training**
* **Effective Customer Service**
* **WILL training ( Welcome, Initiate, Lead and Last impression)**
* **Train the Trainer**

**Friedman Retail Training**

RAJAN RAHEJA GROUP OF COMPANIES (GLOBUS STORES PVT.LTD.)

**ACHIEVEMENTS, AWARDS AND HONORS:**

* **The Best Store Manager**

**THE LOOT INDIA PVT LTD (Across 13 Stores) 2009-2010**

* **DSES Excellence Certificate**

**Apparel Group. 2011**