***KRISHAN***

**AREAS OF EXPERTISE**

***Formulating the SOP’s***

 ***Driving performance culture***

 ***Implementing best practices***

***Target breakdown & achieving***

***Lead Project team to create Center of Excellence (CoE)***

***Forecasting & Budgeting***

***Business optimizing & controlling budgets***

 ***Focus on critical components***

 ***Adaptive and carry over skills***

 ***Improving Global sales (Retail)***

 ***Strategic Brand Management***

**PROFESSIONAL**

 ***MBA – Operations Mgmt.***

***PGDHRD – Marketing Mgmt.***

***B.Com. Accountancy Hon’s***

**SKILL SETS**

***Strong business acumen, P/L, Productivity &Fin. Ratios***

***Planning and Organizing,***

 ***Attention to details***

 ***Accustomed to working with senior management***

 ***Skilled negotiator.***

 ***Influencing ‘X’ functional teams***

 ***Milestones focused***

 ***Manage workloads & provide direction***

 ***Reporting & Sales Presentation***

***Krishan.378985@2freemail.com***

***C/o- +971505891826***

 **PROFILE SUMMARY**

A versatile professional with 15 years progressive experience, responsible for sales and profitability, meet and exceed commercial goals, spearheading the KPI’s with strategic planning, improving operational efficiency, team building, and project management for retail and travel industry. Able to grasp complex concepts, identify and solve problems, turn ideas into logical strategies, and implement processes that optimize productivity, enhance customer satisfaction, whilst reducing costsand inefficiencies. Being able to nurture and grow the retail business, evaluate opportunities and risks, deliver innovative solutions to challenges. Possess client facing skills, adaptive and carryover skills and successful in helping define company brand equity, achieving goals and optimizing the business.

**EXPERIENCE**

**VASCO Worldwide LLC – Dubai – UAE, Feb 2013 – Present**

**AGM Sales Rollouts/Head – Global Retail**

Lead and inspire the strategy of Global Retail Business Unit., take all commercial decisions, responsible for net sales, brand margins and profitability, helped established 30 centers in project rollouts across the regions of MENA, SEA, CIS, and Europe as Center of Excellence (CoE).

**Career Path:**

\* AGM Sales Rollouts/Head Global RetailNov'14 – till date.

\* Senior Manager Sales Oct'13 - Nov'14.

\* Store Roll-Out Manager Feb ‘13 - Oct'13.

**Achievements:**

* Marginalized the less productive deals, enhanced productive deals.
* Stock rotation and price corrections over the retail network.
* Concept for optimal space/layout guide for sales v/s space contribution.
* Increased margins 10% in 2016, by introducing retail on online platforms.
* Negotiated 10% increase margins from brands for product of high value which gave 35% hike in revenues.
* Introduced new products /brands in LOB which had high perceived value improved the customer engagements/conversions rose from 0.5% to 2%.
* Revaluated the stuck inventory as per market rates and channelized sales.
* Introduced the LOB online and became member of Trade key enhanced sales by 5%.
* Sold off stuck inventory under successful schemes jump of 18% revenue.
* Achieved 15% growth in Gross Profit 2015.
* Timely rolled out 30 + centers in less than 3 years’ timeframe.
* Performed CAPEX at lower by 24% YOY since 2013.
* Progressed reduction in the CAPEX costs 30+% YOY 2013 onwards.
* Reduced timelines for Projects Go-Live from 120 days to 90 days.
* Revised SOPs/ CAPEX process as per CBRE guideline/industry benchmarks.
* Awarded and applauded for initiatives, cost controls and efficiency.

**CERTIFICATION**

***Certified by Brainbench in***

 ***HTML and Java***

 ***Supervisory management***

 ***Managerial skills***

 ***HP Products***

 ***Monster products***

 ***Cisco products***

 ***IBM ACE – Topper***

 ***IBM eCare Star***

 ***Sony products***

 ***Sharp Market skills***

 ***Sharaf DG DSF 2010 job well done Excellent Performance***

***iGATE Voice of Customer award***

 ***Business Simulation***

 ***VASCO Applauds 3 awards***

 ***NCC – Best Cadet***

**PERSONAL DETAILS**

 ***Location: Dubai UAE***

 ***Nationality: Indian***

 ***Residency: UAE***

**Past Jobs Summary: -**

**Sharaf DG LLC**, Dubai UAE, June 2006 – Feb 2013

**Store Manager Retail Operations**

* Led the Retail sales team of 16 Retail Stores and GITEX pavilion.
* Improved ATV from Aed 250.00 to Aed 550.00 the VAS of Extended Warranty program by 14% @ 1.2% of Gross Monthly sales.
* Improved profitability by margins of accessories sales from 8% to 28%.
* Raised captive store footfall conversion from 11% to 23%.
* Reduced TAT for Customers from 4 business days to 2 business days.
* Rationalized Inventory by implementing dynamic rolling of stocks and thereplenishments.
* Improved shelf stock with fine-tuned f/cast and aisle/race track display
* Grew net margins from 11% to 15%.
* Awarded best anchor store for 2 consecutive periods by resident Mall DCC.
* Awarded best mystery shopper 96%.
* Record sales of 500+ laptops, business of Aed 20 Million’ s in one day
* Achieved sales target 100% for 9 months.
* Grossed Aed 250 Million in a financial year 2012 Grew business T/O by 24%.
* Controlled Inventory to .02% during cyclic perpetual inventory counts.
* Checked the churn by involving and motivating staff.
* Awarded for Sales achievement, recognized as “Subject Matter Expert”.

**Career Path:**

\* Store Manager Retail Operations Feb'09 - Feb'13.

\*Assistant Store Manager Retail Operations Nov'08 - Feb'09.

\*Department Manager Jan'07 - Nov'08.

\*Senior Executive -Operations Jun'06 - Jan'07.

* iGATE, Global Solutions –India, from December 2005 – June 2006. as Loan Associate - Subject Matter Expert Team Leader, Verification Dept. Role: In the Pilot team for foreclosure and collection process for US Mortgage Company Option One Supported the trainer and helped mentor the new agents on floor to improve their efficiency, call calibration and Quality Assurance (QA).
* Convergys – India, from October 2004 – December 2005 as Customer Care Officer - Subject Matter Expert -Supervisor Verification Dept.
* Info Vision Group- India, from May 2004 – October 2004, Senior CSE, Role: Part of the Pilot team of UK Project AA Tyrefit for Fleet owners and Individual drivers.
* IBM Daksh Business Process Services Pvt. Ltd-India, from May 2003 – May 2004 as a Specialist Customer Support – Telecom eCare BU
* Sai Harita Agros – India, from May 2002 – May 2003, as Marketing Manager, Role: Pan India generation of interest of progressive farmers for medicinal plants. 250 acres of Phyllanthus emblica (amla) in Andhra Pradesh, India.
* Nandan Agro Farms Pvt. Ltd. – India, from October 2001 – May 2002, as Business Development Officer Role: Brought on board 17 absent landlords, progressive farmers in medicinal plant – Safed Musli cultivated 500 acres across Andhra Pradesh India.