**BEHARA VENU GOPAL RAO / CV No 312851**

To contact me please talk with my HR Consultants at [www.gulfjobseeker.com](http://www.gulfjobseeker.com)

Phone-UAE: +9714-3970978 India +917926400411

<http://www.gulfjobseeker.com/employer/employerservices.php>

**Seeking senior role in Channel/Team Management with an organisation of repute in Retail Industry**

**BRIEF OVERVIEW**

* A dynamic professional with**12 years** of experience in Business Development, Employee Management, Ope rational Management and Exceptionnel Customer Service.
* Demonstrated abilities in leading workforce towards accomplishing business and organizational goals.
* Possess demonstrated problem solving, analytical, time management skills and solid understanding of the core business processes.
* Involved in product promotion and brand building initiatives for successfully escalating business volumes & market share during associations with reputed vendors.

**Key Result Areas**

**Team Management**

* Developing, managing and monitoring the performance of multi-skilled work force and conceptualizing need-based training programs for their overall career development.

**Customer Relationship Management**

* Building and maintaining healthy business relations with high net worth and corporate clients, ensuring high customer satisfaction matrices by achieving delivery & service quality norms.
* Managing the overall functioning of retail business processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

**Organisational details**

**Jan’13 to Till Date**

**MS RAO Dream Shoppee.,Anakapalli**

# Store Manager

***Responsibilities:***

* Build and sustain customer focused store cultures to facilitate a pleasant shopping experience
* Generating healthy business relationships with key clients (Individuals/Corporates) for the high end upholstery products and business growth.
* Oversee inventory control and vendor relations
* Ensure a well-stocked store with oversight responsibility for the maintenance of 10 End Caps displaying aisle-specific merchandise and promotion items

***Attainments:***

* Supervised 45 store employees including floor managers, sales personnel, cashiers and support staff
* Ensured stores overall appeal and shoppability through a highly knowledgeable staff, superior customer service, well-stocked in aisle merchandising and theme based window displays
* Directed daily warehousing operations to check-in product shipments, and oversaw heightened inventory control procedures as part of stringent loss prevention program
* Conducted a major activity ofsetting up business hoardings across the city, standys placed in various shopping malls

**Sep’09 to Nov’12**

**GitanjaliJewellery Retail Ltd, Visakhapatnam**

**Asst Store Manager**

***Chief Responsibilities:***

* Conduct customer needs assessments to identify preferences, consistently driving store profitably
* Organized numerous in-store and out-store promotional events which sourced and registered many customers
* Manage product merchandising through implementation of plan-o-grams and creative window display

***General Management/ Staff Training and Supervision:***

* Managed store operations with Key-holding responsibility; opened and closed stores
* Reporting directly to Store Manager and assist him in the smooth running of day to day operations
* Observe and coach associates in sales floor techniques and customer management skills
* Implemented customer feedback programs to ensure service excellence

***Bookkeeping/Payroll/Inventory Control:***

* Performed monthly reconciliation to resolve discrepancies
* Hold accountability for cashier area, credit card transactions, and daily bank deposits/verification
* Process vendor invoices for events and promotional activities

**Oct’06 to Jul’09**

**Mutyala Garments Industries Pvt Ltd.**

**Business Development Manager**

*- Manufacturer & Supplier of readymade garments to various wholesale and retail businesses*

***Growth Path:***

Oct’06- Mar’08 Assistant Sales Manager

Mar’08-Jul’09 Business Development Manager

***Chief Responsibilities:***

* Meeting the dealers, Retailers, end-users, and the sales force to define new products
* Focus on exclusive business activities through Dealers and explain the schemes launched by the company
* Co-coordinating for the development of distributor’s network to effectively promote the product.
* To ensure latest samples are distributed to the dealers and wholesalers
* To ensure that the stock is supplied in time to dealers and retailers and also monitor competitor activities

**Jun’03 to Sep’06**

**Citi Bank, PFS Corp, Visakhapatnam**

**Team Leader (Sales)**

***Growth Path:***

Jul’03- Feb’05 Sales Executive

Feb’05-Sep’06 Team leader (Sales)

***Chief Responsibilities:***

* Manage a team of Sales Executives to generate business & responsible for revenue enhancement through identified and innovative channels while ensuring high productivity across various parameters. Track competition activities in the market and support management with critical market intelligence data, conduct events, Tele calling campaigns etc.
* Identify and manage sales channels for various products and categories
* Leading a team of Management Trainees, 6 Company Sales Executives, 2 Tele calling Executives

***Attainments:***

* Targets achieved in tune of 180%.
* Introduced more than 1000+ clients to the bank by acquiring new Savings, Current &Credit Card accounts.
* Conducted major promotional activities in Visakhapatnam Steel Plant, Visakhapatnam Port,Railways&Business Individuals.

**Academic minutiae**

**MBA – Andhra University 2003**

**BBM –Andhra University 2000**

**Personal dossier**

**Date of Birth :** 02nd August 1979

**Languages Known :** English, Hindi & Telugu