Jeeva

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OBJECTIVE:

To be highly dependable professional in the field of Retail and Hospitality with high degree of integrity, with strong Operations skills and result oriented. Help the company to move to the next level in terms of overall operations and customer satisfactions.

To be best Loss Prevention Head to create a culture of Honesty and to save money for the company by decreasing the Loss and increasing profitability.

SUMMARY:

Having 16 years of Retail and Hospitality industry experience, worked 13 years in GCC with vast experience in Sales to Multi Store Operations, from Mall Management to the Loss Prevention and Inventory management. Helped the companies to set the retail standards across the stores and to reduce the shrinkage to increase the margins and to saved cost of the company.

Key Skill & Knowledge

• Multi store operations

• People Management

• Loss Prevention

• Writing Policy and Procedures and implementing the same

• Analytical skills

• Data mining

• Safety and Security

• Inventory Management

• Performance Management Skills

• Visual Merchandising

• Customer Care and Selling

• Self-management and motivation

Work Experience:

Name of the Organisation ​: Bin Hendi Enterprises LLC. Dubai

Duration​: 23rd Feb 2016 till 29th June 2017.

Position​​: Group Loss Prevention and Inventory Manager

Bin Hendi is one of the UAE’s leading and most respected business conglomerates, having more than 65 outlets in UAE including Luxury Fashion, real estate, watches, jewellery and Hospitality having franchisees all over the Middle East.

Key Responsibility​: Group Loss Prevention and Inventory Manager

▪ The main responsibility is to protect company’s assets

▪ Reducing the shrink and increasing margins

▪ Handling the Security and safety of the Company, Stores and Warehouses

▪ Responsible for identifying the weakness and implementing the SOPs for the better store operations and controls

▪ Conducting Inventory Audits – Stock Takes and investigating if any variances found

▪ Implementing new Policy and Procedures pertaining to Loss Prevention and Inventory

▪ Ensuring the Policy and Procedures are followed across all the stores in the Group

▪ Reporting to the Chairman /President and Vice Chairman of the company and BODs

Achievements:

▪ Reduced the Retail Shrinkage from -0.126% (2015-16) to -0% (2016-17)

▪ Implemented new stock take procedures and Yearly Stock take calendar

▪ Taken corrective measure to ensure all the CCTV cameras are working in all the outlets.

▪ Training all the Retail Managers and Operations Managers and Store Team on Loss Prevention and FIRE Safety

▪ Training all the F&B team on Loss Prevention and Policies

▪ Saved more than a Million in identified incidents.

▪ Created and Implemented the Loss Prevention Policy and Procedures for Retail and Hospitality across all the outlets.

▪ Proposed new Department structure

▪ Proposed CCTV control room, central monitoring system, new data mining softwares and security systems to combat internal and external theft.

Name of the Organisation ​: Apparel Group. Dubai

Duration​: July 2011 till Dec 2016.

Position​: Head – Loss Prevention Department (ME and India)

Apparel Group is one of the largest retailers in the Middle East, having more than 1045 retail outlets across Middle East and Asia with more than 35 International brands in its umbrella

This department was formed newly in July 2011 as I have been given opportunity to create the department and handle the same.

Key Responsibility​: Head – Loss Prevention Department

▪ The main responsibility is to protect company’s assets

▪ Reporting to the Chairman of the company

▪ Reducing the shrink and increasing margins

▪ Handling the Security and safety of the Company, Stores and Warehouses

▪ Responsible for identifying the weakness and implementing the SOPs for the better store operations and controls

Achievements:

▪ Reduced the Shrink in 2011 from -0.47% to -0.13% in 2014, which was AED.3.6 Million in cost

▪ Implemented new stock take procedures

▪ Forming New Department with 12 members in UAE, an LP team in every country we present.

▪ Developing the Team and training them in line with the Company’s Vision and Mission

▪ Implementing CMS (Central Monitoring System) at the Corporate Office in Jebel Ali, Dubai.

▪ Monitoring all the stores through CCTV cameras and taking corrective and preventive measures in terms of any deviation to the Company Policy and Procedures.

▪ Responsible for investigation and taking necessary action of the staff / customers who are involved in the Internal and External thefts.

▪ Implemented CMS in Head Office at Mumbai, India for the Indian Operations and all the Countries we present in GCC.

▪ Training all the Brand and Operations Managers and Store Team on Loss Prevention

▪ Reduced the shrink by -0.4% in 2011 which is AED. 1 mn in cost

▪ Implementing the security and safety measures across all the stores in UAE, GCC and INDIA.

Name of the Organisation ​: Apparel Group. Dubai

Duration​: Nov 2008 till June 2011.

Position​​: Sales & Operations Manager – GCC and India

Key Responsibilities ​: SALES & OPERATIONS MANAGER

▪ Sales & Operations of the brand NINE WEST & AK Anne Klein.

▪ Maximising the sales and profitability of the brands.

▪ Responsible for preparing the store budgets and achieving the Sales targets.

▪ Responsible for day to day Store Operations and ensuring the SOP is followed across all the stores

▪ Multi store operations about 48 stores across GCC and India

▪ Inventory Management

▪ Merchandise control

▪ To ensure high standards of customer service at the stores.

▪ Responsible for the expansion of the brand and Opening the new stores on schedule

▪ Reporting to the President.

Name of the Organisation ​: Landmark Group. Oman

Duration​: Aug 2003 till Aug 2008.

Position​​: Retail Auditor – Oman Territory

Joined as a Supervisor for the Lifestyle Concept, I was assisting the Shop Manager in the Retail operation of the Concept. After a Year I was promoted as a Mall Manager – Mall Administration, where I was handling the Mall Administration and in July 2007 I was promoted as a Retail Auditor for the Territory, my profile is to do the retail audit which concerns to the standards of the store, identify the weakness of the POS operations and suggest corrective measures and handling the CCTV systems in all the stores in the Territory.

Key Responsibilities ​: MALL MANAGER

▪ Responsible for the Centrepoint, Mall Administration.

▪ Heading the Cash and Security Department.

▪ Responsible for the Customer service of all the Centrepoint Malls

▪ Responsible for Recruitment and Training of the cashiers and Securities for the Territory.

▪ Handling Multi concepts and Serving the Internal and external customers.

▪ Responsible for Maintaining the Standards of the Mall and its operations.

▪ Reporting to the General Manager.

▪ Organizing and managing any events or promotions that take place in the mall.

Achievement:

▪ Installation of CCTV system in all the Centrepoint outlets in Oman.

▪ Played a key role in opening and setting up the new Landmark Stores in Ruwi, City Centre, Salalah and Sohar and Emax

▪ Knowledge of the latest CCTV systems, surveillance and internal investigations which helped in finding out some cashier’s fraud and also some major shop lifters, which are in record.

▪ Creating new security procedures and strong security team as per the requirement.

Name of the Organisation ​: Lifestyle International Pvt. Ltd. Bangalore, India

Duration​: From Apr 2001 to July 2003.

Position​​: Store Supervisor

Key Responsibilities :

▪ Assisting the Shop Manager.

▪ Responsible for the Sales of the Lifestyle Concept which includes, ordering and reordering of the stocks which includes the latest and most famous brands of cosmetics and fragrances, watches, digital cameras etc.

▪ Monitoring the staff and Inventory management of the concept

▪ Merchandise control and maintenance of the concept etc.

Achievement:

▪ During the period we have achieved the highest sales for the concept compared to all the stores in India.

▪ We were the highest seller of Citizen and Titan watches for the region.

Name of the Organization ​: Zoom Computers Pvt. Ltd

Duration​: May 2000 to Apr 2001.

Position​​: Asst Hardware Engineer

Job Responsibilities :

▪ Assisting the Engineer in assembling of the computers.

▪ Responsible for the Sales of the AMD processors and it involved lot of travelling and meeting the clients in and around Bangalore.

Name of the Organisation ​: Kemp Fort

Duration​: Feb 1996 to May 1998

Position​​: Sales Man / Dept Head

Job Responsibilities :

▪ Joined as a Sales Man and later promoted to Dept Head.

▪ Responsible for the Sales of the Dept Clothing.

▪ Monitoring the staff and Inventory management of the concept

▪ Merchandising and maintenance of the Dept etc.

Educational Details:

Course Of

Study

University

Or Board

School/College studied

Year of passing

DIT (Diploma in Instrumentation Technology)

Karnataka

Bangalore

MEI Polytechnic

Bangalore

1991 - 1994

SSLC

SSLC

RBBPAM High School

Bangalore

1990 - 1991

Computer Hardware Maintenance Course

NTTF

NTTF

Bangalore

1999 – 2000

Certificate Course in Computer Science

LCC Computer Centre

LCC Computer Centre

Bangalore

1998 – 1999