**CURRICULUM VITAE**

**MOHIT**

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**CAREER OBJECTIVE**: -

To be dynamic, exquisite and successful service personnel and to get a profitable career in a reputed organization.

**PROFESSIONAL QUALIFICATION**:-

Graduate from **Shobhit University**

Completed **MBA**IN MARKETING from **Karnataka University**.

**WORK EXPERIENCE**: -

**8 years** of vast Experience in Mall & Retail Operations as **Assistant Manager.**

* Property & Asset Management**From January 2019**.

**PURPOSE STATEMENT**: -

To provide entrepreneurial insights in planning and managing Mall and Store Operations.To guide the store staff in achieving the Sales and Service Plan to Mall Management team.

**DIMENSION**: -

Currently managing a Team of 20 people inLogix City Center Mall’s Franchise and Revenue Sharing brands and a team of 4 people in Mall Operations.

**ACCOUNTABILITIES**: -

* Develop and implement the Sales and Service Plan for the Brands to achieve business objectives.
* Keeping track on the sales actively on the Franchise and Revenue Sharing outlets via ADSR.
* Target Fixation and forecasting at the SKU level.
* Ensure that the Sale and Service process is facilitated to build loyalty of the consumer
* To get Job done by concerned department as per the Feedback given by Mall Visitor or as per the Licensees Feedback.
* Assist in planning and execution of Micro Marketing activities at ground level.
* Ensure that all statutory requirements pertaining to Sales and Operations are compiled with and in time to avoid any punitive action from the authorities.
* Ensure that the Visual Merchandising is of required quality and all the fixtures are in working condition at all times.
* Plan and implement Operations procedures for brands to deliver the desired level of Consumer Satisfaction.
* Inventory Management to ensure availability of relevant merchandise
* Review Sales Performance of the Brands a stipulated period of time as well as in comparison to pre defined competition set.
* Provide accurate and timely information pertaining to Sales, industry, and competition in the area of periodic reviews.
* Ensure timely flow of information to facilitate reviews reporting and initiation of action.
* Indulging brands by convincing Marketing department of brands for growth and success of Loyalty Program to enhance sales and promotions with a delightful experience for the visitors.
* Managing new launches, brand exits as per the opening/closing checklists are maintained as per the business standard parameters,overall responsibility of Infrastructure, marketing and process related issues.
* Impart training to staff and equip them with the skills to understand and fulfill consumer needs.

**JOB RESPONSIBILITIES**: -

**Facilitation**: -

* Delivery of International shopping experience to all consumers
* Encourage building customer relationship for higher customer retention
* Builds a culture of service excellence
* Ensure that the Sale and service process is facilitated to build the loyalty of the consumer.

**Product Presentation**: -

* In brands Product presentation as coordinates
* Implementation of the Visual Merchandising Plan.
* Coordination of Visual and Item Presentation
* Maintenance and upkeep of all Furniture’s and Fixtures.

**Sales Planning**: -

* Planning of Sales Targets to meet business Objectives
* Ensure that all statuary requirements pertaining to Sales and Operations are compiled with
* Ensure timely flow of information to facilitate reviews, reporting and initiation of action.

**Marketing Initiatives**: -

* Planning and Execution of Micro Marketing activities at ground level.
* Ensure effective execution of Events/Promos and other Marketing activities.
* Ensure maintenance and relevance of all brand collaterals in the store.

**Business Review**: -

* Review Sales Performance for a period of time and in comparison to the pre defined targets.

**Finance and MIS**: -

* Regular and timely remittance of Sales.
* Maintenance of all IT equipments
* Inventory reconciliation of Physical Vs Book Stock.

**Manpower Management**: -

* Lead the team by setting an example.
* Motivate team to ensure delivery of Business Objectives.
* Foster a culture where the team members are encouraged in taking initiatives.
* Handling of conflicts amongst team members effectively.
* Ensure implementation of Work Ethics and Discipline amongst team members.

**Communication**: -

* Ensure timely and accurate communication from brands .
* Effective liaison with the external agencies.

**People Management**: -

* Identify training and development inputs by the staff to equip them with the skills to understand and fulfill consumer needs.
* Impart on the job training inputs to the staff.
* Briefing/ Handling Operations team of 10-15 Supervisors from different departments like Concierge, Loyalty, Parking, Security, Housekeeping, BMS etc for a smooth Operation within the Complex.

**General/Administration**: -

* Ensure that high standards of grooming are implemented amongst all the members of the team.
* Ensure adherence to disciplinary requirements of the store.
* Ensure maintenance of all equipments and assets belonging of the company.
* Ensure proper upkeep and cleanliness of the all store interior and exterior.
* **Logix Group (Logix City Centre MALL), Noida**(01st Feb’17 to 10th Aug’18)
	+ Worked as Sr. Executive Mall Operations
* **SELECT CITY WALK MALL** (SEPTEMBER 2014 –JULY 2016)
	+ Worked at Select City Walk Mall as Mall Operations Executive ( Mall Management)
* **SAMSUNG** (January 2014 - August 2015)
	+ Worked at Samsung Privilege Brand Store as a Assistant Store Manager (Select Citywalk, Saket)
* **LETTERNOTE** (January 2013 - December 2013)
	+ Worked as the store manager
* **AIRCEL** (May 2011 - December 2012)
	+ Worked as a Customer Relationship Executive

**ACHIEVEMENTS**: -

* Won the **employee of the month for the month of April -19.**
* Won the **employee of the month for the month of March-18 .**
* Increased the acquisition and retention.
* **Divisional Audit** for the financial year had been conducted smoothly, everything was on place no major issue was there.

**PERSONAL SUMMARY:-**

I would describe myself as a well organized person, requiring minimum supervision to perform my job responsibilities and with a flexible working attitude. I am able to work accurately under strict guidelines while demonstrating necessary professional and interpersonal skills.

**PERSONAL PROFILE**: -

Date of Birth : 31/01/1992

Sex : Male

Hobbies : Watching Football & Playing Volleyball

Marital Status : Unmarried

**Date: - Mohit**