

JIGNESH PANDYA

Retail Store Manager

Address Vadodara, India 390013

Phone 9558555411

E-mail pandyaj83@gmail.com

LinkedIn <https://www.linkedin.com/in/jignesh-pandya-b3389177/>

Proficient Store Manager dedicated to hiring top-notch sales associates and maintaining smooth, efficient and highly successful store operations. Organized and effective at encouraging staff cooperation and productivity to meet and exceed objectives. Born leader and analytical problem-solver with proven team building and management success. Enthusiastic management professional with demonstrated success supervising staff and building teams. Proven history of achieving sales goals by monitoring employee performance and coaching staff on effective sales methods. Skilled in solving complicated issues and making proactive operational changes. Seasoned Store Manager specializing in management of retail locations. Polished professional skilled at training employees on exceptional customer service etiquette and sales techniques. Gifted in overseeing all facets of customer-facing and back-end operations.

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/jignesh-pandya-b3389177/>

Skills

Direct Sales Marketing
Marketing Management
Retail Management
Store Management
Administrative Support
Staff Management
Visual Merchandising
Operations Management
Client Relationship
Hiring
Recruitment Management

Work History

2022-10 - 2024-06

Retail Store Manager

Future Venture Ltd (cheers Supermarket Lusaka, Zambia), Lusaka

- Maintained a clean and organized store appearance to enhance the overall shopping experience for customers.

- Optimized store displays and appearance via strategic merchandising.
- Improved store sales by implementing effective marketing strategies and attractive visual merchandising.
- Completed routine store inventories.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Recruited and retained top talent, with focus on completing timely performance evaluations, providing positive feedback, and rewarding superior performance.
- Streamlined store operations through the implementation of efficient scheduling systems, task delegation, and performance monitoring.
- Ensured compliance with company policies and local regulations regarding safety standards, licensing requirements, staff conduct in-store procedures.
- Submitted orders for new inventory.
- Prepared comprehensive reports detailing key KPIs such as sales figures customer demographics inventory turnover rate sharing data higher-ups actionable insights improvements needed areas.
- Continuously assessed store layout to optimize product placement for enhanced visibility and impulse purchases from customers.
- Developed strong vendor relationships to ensure timely delivery of products while negotiating favorable terms for payments or discounts on bulk purchases.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues, and difficult customers.

2020-07 - 2022-01

Retail /Category manager

Shoppers Supermarket, Dar-Es-Salaam

- Contributed to 20% faster collections with automatic payment reminders
- Key holder of store, purchasing and selling and managed staff issue and Query
- Maintained store's appearance and merchandising with ongoing marketing campaigns
- Successfully recruited and hired talented Management and Associates based on business needs
- Handled around 35 wholesale customer and generated new customers for the store
- Checked the competitor stores fast moving items and tried to focus on those items and division
- Managed 30 to 45 days credit wholesale customer and visited local market for wholesale customer
- Dealt with palm oil, Diaper, Beverages, spaghetti and biscuits for the wholesale customer
- Installed ERP system in warehouse, office, Store and security system for the store
- Ordered cosmetic product from the France and took whole sale and retail orders for retail products
- Maintained customer services and facilities, stock, supplies and inventories
- Completed store operational requirements by scheduling and assigning employees; following up on work results

- Maintained store staff job results by coaching, counseling, disciplining employees; planning, monitoring and appraising job results.
- Developed detailed sales forecasts based on historical data, allowing for proactive inventory management decisions.
- Increased overall category sales by developing and executing strategic merchandising plans.
- Studied technical aspects of managed category to identify key quality attributes and cost containment levels.
- Reduced inventory costs through effective vendor negotiations and optimizing product assortments.
- Spearheaded new product introduction processes from ideation through commercialization, delivering innovative solutions that drove category growth.
- Established strong rapport with suppliers, leading to favorable contract terms and better access to exclusive products or promotions.
- Optimized inventory levels, minimizing stockouts while reducing excess inventory.
- Implemented data analysis tools for better forecasting, significantly improving accuracy.
- Reduced business risk by improving contract coverage for suppliers in spend category.

Retail Store Manager

BB Mart Africa, Lagos

- Created weekly promotion for the Company and marketing once a month.

2017-04 - 2019-05

Retail Store Manager

Cosmos Super Marche, Brazzaville

- Responsible for Marketing and purchasing Darling, Ebony, Afrotax cosmetic and hair product
- Maintained efforts of being a strong, influential team leader by ensuring excellent customer service was being provided to over 50 customers a day and handled around 80 wholesale customers
- Initiated KPIs and sales targets, derived achievement, monitored performance and provided feedback
- Responsible for daily operational management of store: cash handling, reconciliation and submission of financial reporting to management; inventory to include: physical count, wastage, damage and re-ordering of needed stock
- Established and maintained effective relations with suppliers to drive profitable pricing and on-time delivery
- Assisted in recruitment, training and mentoring of all store personnel and motivated sales performance
- Managed Hardware store arranging warehouse for cement and all other item
- Responsible for opening and closing, retail and wholesale of the company
- Worked on ERP system Genesis, computer hardware and printer
- Dealt with 15 to 30 credit account and collection of all credit accounts
- Handled company warehouse, arranged the incoming stock and dispatch.

- Maintained a clean and organized store appearance to enhance the overall shopping experience for customers.
- Optimized store displays and appearance via strategic merchandising.
- Completed routine store inventories.
- Improved store sales by implementing effective marketing strategies and attractive visual merchandising.

Assistant Store Manager

Kit Kat Cash & Carry, Pretoria

- Contributed to 20% faster collections with automatic payment reminders
- Key holder of store, purchasing and selling and managed staff issue and Query
- Maintained store's appearance and merchandising with ongoing marketing campaigns
- Successfully recruited and hired talented Management and Associates based on business needs
- Handled around 35 wholesale customer and generated new customers for the store
- Checked the competitor stores fast moving items and tried to focus on those items and division
- Managed 30 to 45 days credit wholesale customer and visited local market for wholesale customer
- Dealt with palm oil, Diaper, Beverages, spaghetti and biscuits for the wholesale customer
- Installed ERP system in warehouse, office, Store and security system for the store
- Ordered cosmetic product from the France and took whole sale and retail orders for retail products
- Maintained customer services and facilities, stock, supplies and inventories
- Completed store operational requirements by scheduling and assigning employees; following up on work results
- Maintained store staff job results by coaching, counseling, disciplining employees; planning, monitoring and appraising job results.

Education

1999-04

10th

Gujarat Education Board

2004-04

Diploma, Computers

Central school of professional london

2004-04

PG Diploma, Computers

Central School of Profesional And Studies UK

- Honours 2006
- Graduation with Distinction, 72% 2006
- Ranked 11 % in Class

Key Result Areas

- Analyze data or insights to determine industry and consumer trends, Foster trust relationships with vendors to achieve better pricing and quality of services, Determine the positioning of a product category to maximize visibility , Collaborate with buyers and merchandisers to expand product categories, Assume responsibility of budget development and revenue for category, Responsible for store's daily operations, high-volume customer service, profit and loss management as well as setting, monitoring, driving sales goals and job training for customer service. Boosted client retention by 25% by resolving complaints faster than previous company average. Helped IT team and worked on GP report to generate profit for store. Managed Hardware store, developed warehouse and store building as per Franchise requirement Installed ERP software, Trouble-shoot printer, thermal printer and computer system. Worked on Genesis, Mycom, Vision ERP system and helped in developing ERP module as per company requirement. Ordered equipment for the store, visited wholesaler customer, took orders and collected cash. Dealt with wholesale customer, local and international client over the phone. Responsible for Human Resources (HR) activities for the warehouse and store. Worked with 75 local staff for warehouse, made displays and gondola ends for stock display. Handled all the freight query, created promotion for stock to generate revenue for the business. Handled daily check list (floor walk), cash statement (DSR), staff evaluation (appraisal) and weekly schedule. Maintain customer services and facilities, stock, supplies and inventories, Stock request and manage the Electronic local purchase such as Air-condition, washing machine, freeze and Generator
- Make forecasts for product demand to ensure the sustainability of inventory, Liaise with marketing teams to determine competitive pricing and promotional activities of a product category , Place appropriate orders to ensure product availability that meets consumer demands, Develop exit strategies for unsuccessful products , Analyze data or insights to determine industry and consumer trends ,Dealing with customer, B2B, Sales and Purchase of Electricals Good, Dealing with FMCD and FMCG materia. Contributed to 20% faster collections with automatic payment reminders. Key holder of store, purchasing and selling and managed staff issue and Query. Maintained store's appearance and merchandising with ongoing marketing campaigns. Successfully recruited and hired talented Management and Associates based on business needs. Handled around 35 wholesale customer and generated new customers for the store. Checked the competitor stores fast moving items and tried to focus on those items and division. Managed 30 to 45 days credit wholesale customer and visited local market for wholesale customer. Dealt with palm oil, Diaper, Beverages, spaghetti and biscuits for the wholesale customer. Installed ERP system in warehouse, office, Store and security system for the store. Ordered cosmetic product from the France and took whole sale and retail orders for retail products. Maintained customer services and facilities, stock, supplies and inventories. Completed store operational requirements by scheduling and assigning employees; following up on work results. Maintained store staff job

results by coaching, counseling, disciplining employees; planning, monitoring and appraising job results

- (Project dropped off due to covid-19) I was just involved in preparation of supermarket floor and cold storage for it.
- Responsible for Marketing and purchasing Darling, Ebony, Afrotax cosmetic and hair product. Maintained efforts of being a strong, influential team leader by ensuring excellent customer service was being provided to over 50 customers a day and handled around 80 wholesale customers. Initiated KPIs and sales targets, derived achievement, monitored performance and provided feedback. Responsible for daily operational management of store: cash handling, reconciliation and submission of financial reporting to management; inventory to include: physical count, wastage, damage and re-ordering of needed stock. Established and maintained effective relations with suppliers to drive profitable pricing and on-time delivery. Assisted in recruitment, training and mentoring of all store personnel and motivated sales performance. Managed Hardware store arranging warehouse for cement and all other item. Responsible for opening and closing, retail and wholesale of the company. Worked on ERP system Genesis, computer hardware and printer. Dealt with 15 to 30 credit account and collection of all credit accounts. Handled company warehouse, arranged the incoming stock and dispatch.
- Created weekly promotion for the Company and marketing once a month.

Languages

English	
	Bilingual or Proficient (C2)
Hindi	
	Bilingual or Proficient (C2)
Gujarati	
	Bilingual or Proficient (C2)