



# Shashi Kant



+971 54 575 8266

[shashikantsharma09@outlook.com](mailto:shashikantsharma09@outlook.com)

<https://www.linkedin.com/in/shashi-kant-09>

Experienced Retail Store Manager with a robust background in both retail and quick service restaurant (QSR) environments. Demonstrates exceptional leadership and organizational skills, with a proven track record of driving sales, optimizing operations, and delivering outstanding customer service. Adept at managing diverse teams, fostering a collaborative and motivating work atmosphere, and implementing strategic initiatives to enhance store performance. Strong analytical abilities to interpret sales data, manage inventory, and develop effective merchandising strategies.

Committed to maintaining high standards of quality and efficiency, ensuring a seamless and enjoyable customer experience. Skilled in budgeting, cost control, and achieving financial targets while upholding company values and brand integrity. Ready to leverage extensive industry experience to contribute to the success of a dynamic retail or QSR establishment.

## Professional Skills

**Customer Service Excellence**

**Team Player**

**Time Management**

**Problem-Solving**

**Adaptability**

**Analytical Skills**

**Microsoft Office**



## Professional Experience

**Job Year [Aug 2018 – July 2024]**

**Job Designation [ Store Manager – Retail Operations]**

**Job Company [ T. Choithrams & Sons]**

Dubai, United Arab Emirates

**Task Performed –**

- Overseeing and managing day-to-day operations of the retail store, ensuring smooth functioning and adherence to company policies and procedures.
- Training, scheduling, and supervising store staff members. This involves providing guidance, coaching, and performance feedback to ensure a motivated and efficient team.
- Setting sales goals, monitoring sales performance, and implementing strategies to achieve targets. Focusing on providing exceptional customer service to enhance customer satisfaction and loyalty.
- Monitoring and managing inventory levels, ensuring accurate stock levels, conducting regular inventory counts, and coordinating with suppliers for timely replenishment.
- Overseeing the visual presentation of merchandise, ensuring appealing and organized displays that align with the brand image and attract customers.

## Language Known

English & Hindi

## Passport Details

R4951603 [19/11/2027]

## Driving License

Yes (Road Test Pending)

## Education Qualification

### Year [2020 – 2022]

NMIMS Global Access School for Continuing Education, Mumbai, India

### Post Graduation Diploma in Management

**Specialization:** Operations Management

### Year [2006 – 2009]

Edinburgh Napier University, Scotland, United Kingdom

### B.A in International Hospitality Management

**Specialization:** Food & Beverage (Service)

- Developing and managing the store budget, tracking expenses, and implementing cost-control measures. Analyzing sales and financial reports to identify areas of improvement and increase profitability.
- Ensuring a safe and secure environment for employees and customers by implementing and enforcing safety protocols, monitoring surveillance systems, and addressing any security concerns.
- Keeping up with industry trends, competitor analysis, and customer feedback to identify opportunities for improvement and implement innovative strategies to enhance the store's performance.
- Collaborating with the marketing team to plan and execute promotional activities, advertising campaigns, and in-store events to drive foot traffic and increase sales.

### Achievements -

- Employee of The Month – Jan'19 & Jun'19
- Audit Score Self – 97.14 % (2019)
- Quality Health & Safety Audit Grade - A
- Positive CY & LY sales growth 2021/22/23.
- Certified Subject Matter Expert in Retail Operations

### Job Year [Aug 2015 – May 2018]

### Job Designation [ Store Manager – FoodMark Division]

**Job Company [ Landmark Group]** Max Burger / Jamba Juice  
Dubai, United Arab Emirates

### Task Performed –

- Coordinating daily restaurant management operations
- Delivering superior food & beverage service and maximizing customer satisfaction
- Responding efficiently to customer complaints
- Assessing staff training & performance and providing feedback to improve productivity
- Inventory Management & Quality Assurance/Control
- Ensuring compliance with sanitation and safety regulations
- Control operational costs and identifies measures to control wastage
- Recommended ways to store performance (such as discount/store set up / marketing etc.)

### Achievements -

- Food & Safety certified by Dubai Municipality
- Quality Audit Store of the Year award
- A-Certificate awarded to our restaurant by Dubai Municipality
- Highest sales achievement since opening in April'2017

# Training

## Attended

**EPIC Hospitality** – Management level by FoodMark hospitality [2015]

**SERV Safe International Certified**, UK [ 2017]

### McDonald's Training Centre, Noida, India

#### **Jun 2011 Basic Shift Management**

- Floor Control & Shift Running
- Quality, Service, Cleanliness & Values

#### **Aug 2011 Advanced Shift Management**

- Role of a manager
- Handling systems & administrations

#### **Mar 2012 Effective Management Practices**

- Being a shadow of leader
- Leading a team

**Six-Sigma Green Belt Certified** by TCS E-Serve LTD [2009]

### Hospitality Training Courses Attended

#### **Oct 2007 – Mar 2008**

Radisson Jass, Shimla, India (22weeks)

**Dec 2006** Taj Fort Aguada, Goa, India (18 days)

**Job Year** [Sep 2013 – Jul 2015]

**Job Designation** [Store Manager]

**Job Company** [Starbucks Coffee India] A TATA Starbucks Alliance, New Delhi, India

#### **Tasks Performed –**

- Managing day-to-day restaurant operations
- Responsible for profitability/target achievements
- Restaurant hiring, orientation & training
- Being proactive in store maintenance & cost control activities
- Ensure a customer-friendly environment
- SAP Activities (Inventory / Ordering & Scheduling)

#### **Achievements -**

- Opened new stores of Starbucks Lajpat Nagar, New Delhi, and MGF Metropolis Mall, Gurgaon
- Hit the budget continuously for six months 2014-15
- Two team members - promoted to supervisor level
- One supervisor – promoted to assistant store manager level
- Training Attended -
- Certified Classroom facilitator by Starbucks Coffee India

**Job Year** [Feb 2011 – Aug 2013]

**Job Designation** [Assistant Restaurant Manager]

**Job Company** [McDonald's India] A Family Dine-In Restaurant Lucknow / New Delhi, India

#### **Tasks Performed –**

- Managing Team with almost 45 Crew members down the line.
- Work with staff and management to provide excellence in customer service.
- Possess good communication skills in managing HR & Communication skills of the store.
- Able to assess staffing needs and recruit staff.
- Interviewing, hiring, and training employees.
- Managing Daily Tasks – Food Product Analysis & Waste Control.
- Managing Sales & Profitability of the Store.

#### **Achievements -**

- Twice Awarded Manager of the Quarter at McDonald's
- Won P&D challenge award during ASM course in McDonald's