

STORE KEEPER / PRODUCTION CO-ORDINATOR

Summary

To develop and find a place in the industry where I can utilize my skills through serving efficiently and with complete honesty, integrity and hard work for personal and organizational growth.

Highlights

- Ms-Office (Excel, Word, Pivot & Vlookup) & Internet applications.
- Inventory tracking
- Vendor management
- Shipment consolidations planning
- Warehouse and fulfillment
- Imports and exports
- Works well independently

Customer Service Oriented

Merchandising

Production Co-ordination

Store Managing

Accomplishments

- Credentials Institution/University Year of Completion
- B.Com C.K.Thakur College of Arts & Commerce Mumbai University 2008
- HSC S.E.S College / Mumbai University 2005
- SSC New English School / Mumbai University 2003.

Experience

Store Keeper / Production Co-ordinator 03/2014 to Current Company Name City , State

- Designation: Store Keeper / Production Co-ordinator
- Key Responsibilities:
- Maintained store facilities to ensure smooth functioning - Made arrangements and placed orders for new stock and supplies whenever necessary.
- Responsible for upkeep of various appropriate records of materials received.
- Received deliveries of ordered items and ensured that all the supplies were in proper order - Stored the supplies and items received in their designated place to avoid time wasted searching for items and general confusion.
- Maintained the budget of all the expenditures incurred and presented same to Manager.
- Reported to Prod.manager on a regular basis regarding the need/demand of items so that the future orders could be placed accordingly.
- Monitored the functioning of store equipment and reported problems and failures to the supervisor.
- To initiate action for stoppage of further purchasing when the stock level approaches the maximum limit.
- To check the book balances, with the actual physical stock at frequent intervals by way of internal control over wrong issues, pilferage, etc.
- Knowledge of Export, Basic PRO Skills, Portal related to Ministry of Economy & Labour.
- Knowledge of generating ASN & Shipment details in portals.

Store Manager 12/2013 to 02/2014 Company Name City , State

- Key Responsibilities:
- Head responsibility to attain sales and varied financial targets.
- Attain ability to analyze and interpret financial goals or reports along with track individual as well as store results.
- Interview, hire and train employees (staff of 3-15) as per company guidelines.
- Provide positive work as well as shopping environment embracing diversity plus promote sales.
- Maintain effective communication as well as collaborate Area Manager plus home office.
- Implement and maintain promotional, operational and visual or merchandise standards plus initiatives Ensure stores along with work areas are utterly clean, secure plus well maintained.
- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Maintained visually appealing and effective displays for the entire store.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience
- Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.

Category Management Incharge 07/2012 to 12/2013 Company Name City , State

- Designation : Category Management Incharge- Merchandising Key Responsibilities:
- Handling all Front-End & backend operation of the Diamond Category.
- Coordinating with all the department (Pre-Inventory, Inventory, Sourcing & Dispatch) as well with stores.
- Doing Price updation for all the revised prices of the merchandise for PAN India.
- Handling margins & printing tags for the revised prices.
- Solving stores related issues, Processing End customer & store orders through OMS.
- Working on Data Correction(Audit) for PAN India stores received from store(Memo Sales Report) Liaisoning with logistics & accounts for the supportive documents required viz.VAT or Waybill for delivery of shipment to party add.
- Preparing all reports & data related to stores & dispatches.

- Working on MIS data stock Vs Sales, Category Vs sales for better implementation of available resources in order to Increase sales.

Team Leader 02/2011 to 07/2012 Company Name City , State

- Leading a team of 2 ATL's & 40 Associates.
- Scheduling as per the store requirements Training ATL's followed by Coaching new cashiers & Backroom Associates.
- To ensure physical cash balance tallies with the books of accounts on a daily basis Compute and record totals of transactions & tally cash receipts & Vouchers from all the cashiers on a daily basis.
- To ensure cash deposit on a daily basis.
- Monitoring of Goods with Proper handling & documentation as well reporting to the H.O.if any discrepancies found.
- Handling total backroom process related to Binning, Bin audit & proper maintenance with all required amenities.
- Responsible for Purging of warehouse done every month for better sales & for better customer service.
- Periodic checking of inventory to ensure that the physical quantities are tallying with books / system.
- Use FIFO method for storing and picking the products.
- Working on Reports related to receiving's (Warehouse) & also working on daily discrepancies system vs actual. Completed floor replenishment to guarantee size availability and promote customer satisfaction. Marked clearance products with updated price tags. Informed customers about all product lines and services offered by the company.

Sr. Customer Service Executive 08/2008 to 02/2011 Company Name City , State

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Instruct staff on how to handle difficult and complicated sales.
- Train Front End associates and evaluate their performance.
- Answer customers' query about New launch and advise customers on Usage plan selection.
- Processed all sales transactions accurately and in a timely fashion.

Education

Bachelors of Commerce : Commerce 2008 CKT College of Arts, Commerce & Management Studies City , State , India

High School Diploma : Science 2005 SES College of Arts , Commerce & Science City , State , India

High School Diploma 2003 New English School City , State , India

Languages

English, Hindi, Marathi & Tamil

Personal Information

D.O.B: 24-January-1988

Marital status: Single

Nationality: Indian

Date of issue 11-03-2010

Date of expire 10-03-2020

Place of issue MUMBAI

Passport number H 8837359

Additional Information

- Interested working as an Jr. Merchandiser where in I can contribute my experience & knowledge for growth of company and an individual as well.
- Participated as an N.S.S volunteer for cleanliness awareness.
- Very diversified & adaptable with any kind of work provided.
- Can work under pressure & complete the work in a timely management.
- Managed difficult situation very efficiently & effectively.

Skills

Coaching, customer service, train employees, Internet applications(Excel, Ms-Office, Word, MIS) Inventory, logistics, Merchandising, purchasing, quality, receiving, reconciling, reporting, Sales, Scheduling, Supervising