

Curriculum Vitae**Personal Details:-**

- Name :- Krunal Bhutwala
- Father's Name :- Arvinbhai Bhutwala
- Mother's Name :- Pragnaben Bhutwala
- Sex :- Male
- Date of Birth :- 23/05/1985
- Hobbies :- Travelling, Swimming, Interacting with people, Service and help to poor people.
- Address :- C-508, Sabarmati Appartment, Nr. Medical college, Ugat – Bheshan Road, Mora Bhagal, Surat.-395005
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- Current CTC :- 420000/- (p.a.)

<b>Last company CTC:- 210000/- P.A.Education Qualification</b>	<b>Exam Passed</b>	<b>Main Subject</b>	<b>Board University /</b>	<b>Marks Obtained</b>	<b>Year Of Passing</b>
	S.S.C.		Gujarat Secondary Education Board	62.14%	2000
	H.S.C.		Higher Secondary Board	55%	2003
	B.Com.	Auditing-3 & Management Accounts-4	Veer Nar mad South Gujarat University	50.78%	2006

- Current Company** :- Venus Data Products
- Format** :- I-venus (Apple Premium Retailer), Udhna Darwaja, Surat
- Designation** :- Procurement Manager
- Working Period** :- June-2015 to Till Date.
- Job Role** :- According to commercial Activity Handling whole commercial process of I-venus Apple store. Check all documents regular Cash, Credit Card,

**Policy Implementation: -** Cheque deposited & NEFT/RTGS Payment reconciled with dsr/petty cash voucher submission on schedule time & Check the entire physical inventory with the system.

**Training and Development: -** Implementation of the policies and schemes to ensue employee productivity, morale and performance and ensuring compliance. To plan & execute difference policies & process.

**Reconciliation :-** Give the cashiering related training to store employees as per Company Schedule

**Reconciliation :-** Handling all credit card, cash, cheque & NEFT/RTGS payments & receipts reconciliation on every day & all the reports are with dsr on daily basis& uploaded in company's google drive. petty cash balance reconciliation with our company excel sheet on daily basis & with Tally on monthlybasis, all types of bills reconcile on every end of month, customers complaints successfully employee driven by me.

**Last Company Name :-** Reliance Retail Ltd.

**Designation :-** Store manager

**Working Period :-** **From Dec-2011 to Oct-2012.**

**Job Role :-**

- Managing efficient store operations, customer service delivery, motivation & retention of store personnel & adherence to company norms as per the store dashboard. Responsible for total performance of the store: Merchandise, Operations, people & Financial components.

**Job Description:-**

- To achieve the revenue for the store as per the budgets.
- To monitor and control expenses as per the dashboard numbers defined.
- To control shrinkage as per the dashboard numbers.
- To control the dump as per the dashboard numbers.
- To monitor the payroll cost as a percentage of sale as per the wage matrix.
- To help generate other income for the store.

**Operational:-**

- To improve the housekeeping standards and store hygiene.
- To ensure achievement of set targets in terms of service standards for customer transactions and operations.
- To reach green stores.
- To oversee all point of sales activities in the store which including customer transactions, point of sale etc.
- To implement the marketing VM & Communication as guided in the store.
- To ensure that the store is in compliance with all employment and statutory licenses as guided by the HR checklist.

- To ensure the company policy and procedures are communicated in a timely manner through proper briefings.
- To check expiry in the bay by bay tour.
- To ensure expired/damaged has removed to the correct location and trade in has been done.
- To check the red dot program and availability of the same.
- Validate the POGs as per the Bay by Bay tour.
- To maintain a competition radar and communicate timely feedback w.r.t product, price and promotions.
- To do the store zoning on a daily basis.
- To follow the store routines, weekly book, meeting schedules.
- To ensure the store safety: alarms, security.
- Check on all signage's: navigational and information.
- Organize ourselves using dashboard, daily routines, weekly books, schedule matrix and the unloading matrix.
- Ensure the delight routines and standards are adhered to as per the guidelines provided
- Provide timely feedback to cluster manager.
- Ensure compliance with all policy and procedures and support SLP in the shrink program.
- Ensure that the stores maintains outstanding customer care standards by providing a friendly environment that treats each customer as a guest with respect and courtesy while providing them with quick and friendly service.

**People Management:-**

- Schedule manpower roster to be followed as per the guidelines.
- To ensure staff grooming is in line with company preferred standards.
- To manage and motivate, the store team to increase sales and ensure efficiency.
- To buddy the SMIT as required increasing numbers on the bench.
- To ensure customer service training is provided to all store employees.
- To ensure timely review and feedback takes place for all store employees.

**Customers:**

- To ensure a simple and enjoyable shopping experience for all
- To create a team of helpful and friendly staff for the customers.
- To ensure good quality and great prices.
- To ensure that customers are never waiting.

**Suggested Measures:**

- Revenue as per the budget or same week last year.
- Staff cost per month.
- Mystery shopper experience as per last check.

- Utility cost as per budget and same week last year.
- Consumables cost as per budget and same week last year.
- Retention of key people % attrition.
- Absenteeism counts.
- Reduction in stock outs % reduction both red dot and all SKUs.
- Cashiers scan speed for effective checkouts.
- SEL not printed as per the Bay by Bay inspection
- Reduction inc customer complaint cycle time % reduction
- Store cleanliness
- Shrinkage
- Dump (F&V + Non F&V)
- Audit compliance as per last check list
- POG compliance
- Unloading compliance

**Previous Experience:-**

- Head cashier (January 2009 to June 2011)

(In Big Bazaar Surat & Kota (Future Value Retail India LTD.))

Over all responsibilities of Head Cashier as under. In the Big Bazaar Store.

**Policy Implementation:** - Implementation of the policies and schemes to ensue employee productivity, morale and performance and ensuring compliance. To plan & execute difference policies & process.

**Sop Audits:** - Best Implementation in sop policies and schemes and According to company terms Maintain planning & all sop reports and sign of with store manager on weekly BASIS. Solve the all cash related problem smoothly. Clear the all expenses & petty cash voucher on weekly basis. Send all reports of cash related, EXP. related & bank related reports on daily basis. Deposited all the petty cash voucher send to company FKS team on schedule time. Maintain gift voucher in warding & out warding register of store day wise. Headlining all register formalities, Introduction and Orientation.

**Commercial Management:** - According to commercial Activity Handling whole commercial process of Kota store. check all documents regular cash & cheque deposited/Sodexo Accor pick up on schedule time/credit card reconciled with dsr/petty cash voucher submission on schedule time/. Preparation flash of big bazaar stores and send to Reasonal Commercial officer.

**Training and Development:** - Give the cashiering related training to store employees as per sop Training program calendar.

**Reconciliation :-** Handling all credit card payments reconciliation on every day, bank cash reconciliation, Sodexo/ Accor reconciliation with dsr on daily basis, petty cash balance reconciliation with my excel sheet on daily basis & with sap on monthly basis, all types of bills reconcile on every end of month, customers complaints successfully employee driven by me.

**Bill submission:** - submit the all commercial bill liked stationary bill, electricity bill, cam bill, telephone bills & all types of expenses bill.

**Reports:** - Conducting all types' cash reports .income and expenditure report and send to ZO.

Date: -

(Krunal Bhutwala)