

Bibhuti Bhusan Patro

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An enthusiastic, self-motivated and multi-skilled retail employee with 7years of experience in Retail, Marketing, Loss Prevention and Business Development .Being a result-driven, self- motivated and ambitious individual, I am seeking new responsibilities and looking forward to make a significant contribution to any future employer.

Willing to relocate to: Brahmapur, Orissa

Work Experience

Store Manager

City Bazaar Metro-Parlakhemundi, Odisha

Full-time

1 month notice period

May 2024 to Present

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the sales team to meet sales objectives by training and mentoring staff.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability.
- Hiring, training, and overseeing new staff.
- Responding to customer complaints and concerns in a professional manner.
- Ensuring store compliance with health and safety regulations.
- Developing and arranging promotional material and in-store displays.
- Preparing detailed reports on buying trends, customer requirements, and profits.
- Undertaking store administration duties such as managing store budgets and updating financial records.
- Monitoring inventory levels and ordering new items.

Store Manager

BAAZAR STYLE RETAIL LTD-Parvatipuram, Andhra Pradesh

Full-time

December 2021 to April 2024

Working as a Store Manager at Bazaar Style Retail Ltd. From 9th Dec 2021 To Present (Store Operation)

Roles & Responsibilities:

- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure compliance with policies and procedures
- Maintain outstanding store condition and visual merchandising standards
- Report on buying trends, customer needs, profits etc
- Propose innovative ideas to increase market share
- Conduct personnel performance appraisals to assess training needs and build career paths

- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Be a shining example of well behavior and high performance

Area Loss Prevention Officer

Reliance Retail-Bhubaneshwar, Orissa

January 2021 to December 2021

Working as an Area Loss Prevention Officer in Reliance Retail (Part of Reliance Industries Limited), From 27th Jan 2021 to 03rd Dec 2021

Roles & Responsibilities:

- Audit sites to ensure inventory is processed, handled, and monitored appropriately, and document any errors or failures.
- Develop policies and train staff in loss prevention, reduce shrinkage, and use tagging and report mechanisms.
- Minimize the financial losses of a retail operation related to theft, vandalism, accident, and injury.
- Implement or monitor processes to reduce property or financial losses.
- Investigate known or suspected internal theft, external theft, or vendor fraud.
- Conduct store audits to identify problem areas or procedural deficiencies.
- Direct work of contract security officers or other loss prevention agents
- Identify and report merchandise or stock shortages.
- Inspect buildings, equipment, or access points to determine security risks.
- Maintain documentation or reports on security-related incidents or investigations.
- Monitor compliance with standard operating procedures for loss prevention, physical security, or risk management.
- Perform covert surveillance of areas susceptible to loss, such as loading docks, distribution centers, or warehouses.
- Prepare written reports on investigations.
- Recommend new or improved processes or equipment to reduce risk exposure.
- Verify proper functioning of physical security systems, such as closed-circuit televisions, alarms, sensor tag systems, or locks.
- Conduct employee background investigations and review reports with operational or human resources managers.
- Coordinate with risk management, human resources, or other departments to assist in company programs, investigations, or training.
- Identify and report safety concerns to maintain a safe shopping and working environment.
- Respond to critical incidents, such as catastrophic events, violent weather, or civil disorders.

Assistant store manager at Baazar Style Retail pvt.ltd

Retail Store-Bobbili, Andhra Pradesh

December 2019 to January 2021

Roles & Responsibilities

- Store operations
- Drive sales & Customer service
- People Management/Staff Management
- Process & SOP Management
- Inventory Management
- Reduction of Shrinkage & Total loss
- Monitor and control expense through efficient store operations
- Impact Training to store staff and equip them with the skills to understand and fulfill consumer needs
- To ensure timely flow of information to facilitate reviews, reporting and initiation of action

- To maintain all store reports and data analysis
- To maintain Hygiene: Ensure the store and store vicinity is neat and clean all the time
- Working in coordination with Area Manager or HR

Floor manager

V MART RETAIL-Brahmapur, Orissa

October 2015 to August 2019

From 01st Oct 2015 to 21st Aug 2019 (Store operation)

Roles & Responsibilities:

- Achieving daily & monthly sales targets
- To Generating sales and revenue of the store
- Handling team members & team leaders
- To understand customer needs and fulfill need gaps by suggesting the most optimal solution
- Providing product knowledge.
- Taking motivation meeting, Monitoring & keeping track of there floor/Store activity on a daily basis.
- Working on sales reports & action plan
- Inventory management and controlling shrinkage
- Season wise display of merchandise & co-ordination with VM or RVM
- Working in coordination with Store manager
- Training of new associates & team leaders

Education

PGDCA in MS Office (Word,Excel,PowerPoint)

A One Computer Institute - Odisha, IN

Bachelor's in Arts, Political Science (Hons)

Berhampur University - Brahmapur, Orissa

MBA in Logistics and Supply chain management

Bharathiar University - Coimbatore, Tamil Nadu

High school diploma in Science (Physics,Chemistry,Mathematics & Biology)

CHSE,Odisha - Bhubaneshwar, Orissa

Skills / IT Skills

- Customer service
- Retail management
- Communication skills
- Retail sales
- Store Management
- Management
- Merchandising

Languages

- Odia,Hindi,English,Bangala &Telugu - Fluent

Online Profile

<https://www.linkedin.com/in/bibhuti-bhusan-39508815b>