

# PANKAJ KUMAR SINGH



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## SUMMARY

Audit and Loss and prevention 1 year 11 months as a **Regional loss and prevention Officer**. Customer-oriented **Store Manager over 6 years** and **3 years of Inventory manager** 2 years as a team leader **Total 11+ Years of experience** in retail operations, sales and service team leadership and profitability strategies. Organized and skilled at prioritizing daily tasks and following through to achieve performance and productivity goals. Recruits, trains, develops and manages team of store associates and assistant managers. Quality focused Store Manager skilled at providing employees clear guidelines and targeted goals to drive sustained revenue growth, team efficiency and customer loyalty. Knowledgeable about recruiting, hiring, training and motivating qualified teams to meet and exceed objectives. Motivational leader, strategic planner and analytical problem solver with demonstrated record of retail success.

## SKILLS

- Store Opening and Closing Procedures
- Team Building and Leadership
- Inventory Management
- Store Operations Oversight
- Problem Anticipation and Resolution
- Decision Making
- Microsoft Excel
- Process Improvements & minimizing loss
- Supplier Monitoring
- Budget Control & investigation
- Performance Evaluation and Monitoring
- Cost Reduction
- Microsoft Office
- Microsoft Power Point

## EXPERIENCE

**Regional loss and prevention Sr. Executive 06/2023- Current**

### **Lenskart Solution PVT.LTD Gurugram HQ,**

- Trained and mentored associates to teach daily tasks and procedures.
- A leading eyewear brand known for its innovative retail solutions Designed logic to compute inventory loss and allocate penalties across employees
- Integrated exemption rules for accurate shrinkage assessments Created monthly shrinkage trends and categorized stores by shrinkage
- Collaborated with cross-functional teams to refine shrinkage reduction strategies
- Research operational procedures. **Collect statistical evidence**. Audit evidence from all sources. Evaluate evidence. Compile audit findings. Share audit ...
- Monitor security by camera Surveillance and minimize loss and Shrinkage
- CCTV Audit, store audit and action plan for that as per audit
- Ensuring no loss in the storing and sale of goods, implementing zero tolerance towards mal practices in operation and security.
- Handling whole north Audit part along with quality of Audit along with loss and prevention.
- Inventory check to prevent loss
- Investigation part towards mal practices in operation and security.
- Managed inventory tracking and physical inventory counts to minimize loss.
- Sharing Weekly, Monthly and Annual Report.
- Handling 516 Store of north Audit part and loss & Prevention part

**Store Manager, 03/2022 - 06/2023****Reliance Retail LTD**, Faridabad,

- Managed inventory tracking and physical inventory counts to minimize loss.
  - Completed thorough opening, closing and shift change functions to maintain operational standards each day.
  - Monitored employee performance and identified performance gaps for corrective action.
  - Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
  - Prepared weekly schedules to verify proper floor coverage within fiscal guidelines.
- Updated and maintained store signage and displays
- Balanced sales, reconciled cash and made bank deposits to facilitate opening and closing duties.
  - Managed inventory tracking and physical inventory counts to minimize loss.
  - Completed thorough opening, closing and shift change functions to maintain operational standards each day.
  - Monitored employee performance and identified performance gaps for corrective action.
  - Prepared weekly schedules to verify proper floor coverage within fiscal guidelines.
  - Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
  - Enhanced customer satisfaction and store operations through relationship building and daily problem-solving.
  - Oversaw inventory management through cycle counts, audits and shrinkage control.
  - Strengthened work flow productivity by hiring, managing and developing top talent.
  - Established store tactics and strategies to achieve operational performance and sales goals.
  - Exceeded team goals and resolved issues by sharing and implementing customer service initiatives.
  - Built relationships with key customers and stakeholders to grow business networks and locate new opportunities.
  - Showcased and built visually appealing displays and signs to encourage customers to buy specific products.

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**Store Manager, 01/2018 - 02/2022****Future Retail Ltd**, Faridabad, India

- Managed inventory tracking and physical inventory counts to minimize loss.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Monitored employee performance and identified performance gaps for corrective action.
- Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
- Prepared weekly schedules to verify proper floor coverage within fiscal guidelines.
- Updated and maintained store signage and displays.
- Established store tactics and strategies to achieve operational performance and sales goals.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Exceeded team goals and resolved issues by sharing and implementing customer service initiatives.
- Built relationships with key customers and stakeholders to grow business networks and locate new opportunities.

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**Warehouse Manager, 04/2015 - 01/2018****VISHAL MEGA MART**, Faridabad, INDIA

- Oversaw inventory of incoming and outgoing materials based on physical counts and bar-code systems.
- Established and maintained good relations with customers, vendors and transport companies.
- Generated warehouse shipping documents, packing lists and invoices.
- Operated forklifts to fill or empty overhead spaces.

- Coordinated service and maintenance on delivery trucks, forklifts and other warehouse equipment.
- Processed requests and supply orders and pulled materials to successfully prepare orders.
- Hired, trained and motivated warehouse staff to meet tight schedules and demanding performance targets.
- Provided information to shipping and receiving personnel regarding inventory stock.
- Trained staff on material handling processes to reduce shipping times.
- Provided detailed instructions for job responsibilities, safety protocols and company guidelines to new employees.
- Managed day-to-day logistics operations, monitoring incoming deliveries and overseeing.
- Prepared inventory for shipment by attaching tags and labels.
- Coordinated and monitored inbound and outgoing deliveries, keeping abreast of delays and other issues.
- Tracked orders using functional systems and coordinated with warehouse workers to ensure proper storage and distribution of products.
- Handled departmental scheduling to maintain proper staffing for shifts.
- Identified opportunities to reduce cost and improve productivity.
- Directed investigations to verify and resolve customer or shipper complaints.
- Examined invoices and shipping manifests for conformity to tariff and customs regulations.
- Negotiated with carriers and warehouse operators for services and preferential rates.
- Examined expenditures to develop plans and budgets for increasing profits or improving services.

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**Executive**, 02/2014 - 03/2015

***Pantaloon***, Ghaziabad, India

- Communicated with industry partners to build valuable relationships and achieve operational targets.
- Promoted professional and personal development of individual team members by administering performance evaluations.
- Reduced operating expenses by negotiating with vendors to obtain better pricing.
- Monitored business trend forecasts and adjusted budgets and operational plans to maximize growth and opportunities.

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## EDUCATION AND TRAINING

***SUN RISE UNIVERSITY, ALWAR, 03/2016***

**B.COM**

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***FARIDABAD MODEL SCHOOL, FARIDABAD, 04/2010***

**12TH**

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***FARIDABAD MODEL SCHOOL, FARIDABAD, 05/2008***

**High School**

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## LANGUAGES

**Hindi:** First Language

**English:**

B1

Intermediate