

SIVASHANKAR K

Retail Operations & Store Management Professional | Inventory Control | Customer Experience Management

Location: Karur, Tamil Nadu, India

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Date of Birth: 05.06.1991 | **Nationality:** Indian

Visa Status: *Applied for GOC visa, willing to relocate to Germany*



EXPERTISE

- Retail Operations Management
- End-to-End Store Operations
- Sales Floor Management
- Visual Merchandising
- Store Maintenance & Upkeep
- Order Processing
- Daily Sales Reporting
- Inventory Management
- Stock Replenishment & Control
- Inventory Accuracy & Stock Audits
- Loss Prevention
- Shrinkage Control
- Customer Service & Sales Support
- Complaint Management
- Product Knowledge
- Service Quality Management
- POS Systems Operation
- Billing & Cash Handling
- Transaction Accuracy
- Checkout Operations
- Team Management
- Staff Training & Coaching
- Task Delegation
- Workforce Coordination
- Workflow Optimization
- Process Adherence
- Operational Compliance
- Workplace Safety Standards
- Quality Control

EDUCATION

- **Bachelor of Engineering (B.E.) – Civil Engineering**
 - JCT College of Engineering & Technology, India | 2014

PROFILE SNAPSHOT

Results-driven Retail Operations Supervisor with 11+ years of experience leading high-volume retail operations and delivering consistent operational excellence. Strong expertise in end-to-end store management, inventory control, and POS-led transaction accuracy to ensure smooth daily performance. Known for hands-on leadership, team coaching, and performance alignment that strengthen workforce capability and service quality. Proven in workflow optimization, conflict resolution, and service recovery to enhance customer satisfaction and brand trust. Brings a disciplined, analytical approach to decision-making, improving stock accuracy, cost control, and overall store productivity. Excels in fast-paced environments while building accountable, collaborative, and high-performing teams aligned with business goals.

WORK HISTORY

Chella Store – Karur, Tamil Nadu, India

Shop Supervisor | May 2016 – Present

- Spearheaded end-to-end store operations, managing daily activities for a high-footfall retail outlet serving 100+ customers per day.
- Coordinated with a team of 4–6 staff members, improving workforce productivity and reducing service delays by approximately 20%.
- Directed inventory lifecycle management for 1,000+ SKUs, maintaining stock availability above 95% and minimizing stock-outs.
- Strengthened stock control mechanisms, reducing inventory discrepancies and shrinkage by 15–20% through structured monitoring.
- Executed daily POS supervision and cash reconciliation with 99% transactional accuracy, ensuring financial compliance and zero major audit variances.
- Generated daily and monthly sales reports, supporting data-driven decisions that contributed to an estimated 10–15% improvement in monthly sales performance.
- Resolved customer complaints within 24 hours, increasing repeat customer retention by approximately 18%.
- Standardized store operating procedures, improving workflow efficiency and reducing operational bottlenecks by 15%.
- Optimized replenishment planning cycles, reducing excess inventory holding costs by 10%.
- Ensured workplace safety, cleanliness, and merchandising compliance standards.

Sales Assistant | Nov 2014 – April 2016

- Delivered consultative sales support by understanding customer needs and recommending suitable products.
- Maintained organized shelf displays and executed visual merchandising strategies to improve product visibility.
- Executed accurate billing and POS operations, ensuring efficient transaction processing.
- Conducted stock replenishment and systematic inventory arrangement to prevent stock-outs.
- Assisted in periodic stock audits to strengthen inventory accuracy and control.
- Managed product inquiries, enhancing customer engagement and satisfaction levels.
- Supported store maintenance and operations to ensure a structured retail environment.

