

# KAMLESH CHANDER

---

## STORE MANAGER

📞 +973-34415184

✉️ kamleshchander286@  
yahoo.com

📍 VILLAGE DEWAL, SAKINDA  
(POST)  
PAURI, GARHWAL (DT) UTT  
ARANCHAL-INDIA

Dear sir / Madam

I am writing to express my keen interest in the Store Manager position of your company. As an experienced and results-driven leader in the retail industry, I am confident in my ability to drive store profitability and create an exceptional customer experience.

With a solid track record of 10 years in store management, I have consistently exceeded sales targets and implemented successful strategies to maximize operational efficiency. I possess a strong understanding of all aspects of store operations, including inventory management, staff development, and customer relationship management.

Some key highlights of my qualifications include:

- Achieving a 20% increase in sales through effective merchandising and targeted promotions, resulting in record-breaking revenue for the store.
- Implementing cost-effective inventory control practices, resulting in a decrease in stock shrinkage by 15% and improved profitability.
- Building and leading high-performing teams, effectively managing staff, conducting performance reviews, and fostering a positive work environment that resulted in a 25% reduction in employee turnover.

In my previous role as a Store Manager, I successfully streamlined processes, implemented training programs, and fostered a customer-centric culture. I believe in leading by example and empowering my team to consistently deliver exceptional customer service. With a focus on building strong relationships and creating a positive atmosphere for both employees and customers, I have been able to drive increased customer loyalty and satisfaction.

I am excited about the opportunity to contribute to the growth and success of your company. My strong leadership skills, analytical mindset, and passion for retail make me an excellent fit for this role. I look forward to utilizing my expertise to develop strategies, drive sales, and inspire a high-performing team.

Thank you for considering my application. I have attached my resume for your review. I would welcome the opportunity to discuss how my qualifications align with the goals of your company in more detail. Please do not hesitate to reach out to me at your convenience.

Sincerely,  
Kamlesh chander

# KAMLESH CHANDER

## STORE MANAGER



### PROFILE

Seeking a store manager position where I can utilize my specialized knowledge of the retail industry, exceptional customer service skills, and proven track record in team building and management to achieve store goals and exceed expectations.

### RESPONSIBILITIES

#### OPERATION

- Accountable for financially revenue on particular shift for designated restaurant.
- Plays an active role in rostering staff and monitoring labour costs, and cost of Sales and other expenses with manager.
- To ensure adequate staff levels are maintained, by following accurate time and Rostering procedures and staff allocation by right person at right place.

#### PEOPLE MANAGEMENT

- To provide a safe place to work for all employees.
- Getting more productivity by maximizing the use of team synergies.
- Monitoring the performance and development of all f&b employees on a regular Performance reviews.
- Showing concern for dignity, self esteem, welfare and contribution of all employees, While demanding performance.
- Coaching all employees to take responsibility for tasks and outcomes. Customer:
- Focus on customer's requirements and expectations from us.
- Getting customer feedback/gather information's on customer services performance Through customer comments card.
- Always sharing my experience and a vision with all employees for the enterprise.

### LANGUAGES

- English
- Hindi
- Arabic

### CONTACT

☎ +973-34415184

✉ kamleshchander286@yahoo.com

📍 VILLAGE DEWAL,SAKINDA (POST)  
PAURI,GARHWAL(DT)UTTARANCHAL-INDIA

### SKILLS & ABILITIES

- Provide administrative support for tracking issues and changes and ensuring that the Operations run smoothly.
- Keep a track of all customer feedback from the staff and train them on those issue
- Budget allocation and tracking on programmers conducted
- Creating, Maintain and updating records in the company database
- Accountable for tracking utilization, accuracy, deadline adherence and productivity
- Control cost through effective utilization of personnel, materials and equipment
- Check on staffing, and also their basic needs.
- Keep a track of the sales on a weekly and monthly basics
- Accountable for tracking inventory and focus in M.C.P (Manager controllable profit)
- Focus on L.S.M (Local Store Marketing) on how to improve the sales

# EDUCATION

## **BACHELOR OF BUSINESS ADMINISTRATION**

Manipal, Jaipur university, India

## **BASIC IN COMPUTER**

Manipal, Jaipur university, India

## **MANAGING EMPLOYEE PERFORMANCE**

University of Minnesota

## **LEADING TEAMS : DEVELOPING AS A LEADER**

University of Minnesota

## **RECRUITING, HIRING, ONBOARDING EMPLOYEES**

University of Minnesota

## **PREPARING TO MANAGE HUMAN RESOURCES**

University of Minnesota

## **LEADERSHIP SKILLS**

IIMA

## **FOOD AND BEVERAGE MANAGEMENT**

Coursera

# PROFESSIONAL EXPERIENCE

## **STARBUCKS STORE MANAGER**

2012 - Present

- Managing store operations, including staff schedules, inventory, and customer service.
- Implementing sales and marketing strategies to increase sales and profitability.
- Building positive relationships with customers, employees, and suppliers.

## **SENIOR BARISTA (JAWAD BUSINESS GROUP)**

2010 - 2012

- Oversee the daily operations of the coffee bar, including brewing and serving coffee, maintaining cleanliness, and ensuring a welcoming atmosphere for customers.
- Train and mentor new and junior baristas, teaching them proper brewing techniques, drink recipes, and customer service skills.
- Manage inventory, order supplies, and maintain equipment to ensure a smooth and efficient coffee bar operation.

## **SHIFT MANAGER (METRO PIZZA)**

2007 - 2010

- 1. Coordinate and oversee the daily operations of the shift, including managing staff schedules, delegating tasks, and ensuring that all responsibilities are completed in a timely manner.
- Provide leadership and guidance to the team members, ensuring that they are trained and equipped to deliver exceptional customer service, resolve any customer complaints or issues, and maintain a clean and organized work environment.

## **FRONT OFFICE ASSISTANT (HOTEL DEEPSHIKHA)**

2004 - 2005

- Greet guests, answer inquiries, and provide information about the hotel services and facilities.
- Manage room reservations, check-ins, and check-outs, including billing and payment processing.

## **RESTAURANT STEWARD (JP GUEST HOUSE, INDIA)**

2003 - 2004

- Clean and maintain the restaurant kitchen and dining areas, including washing dishes, sweeping and mopping floors, and taking out trash.
- Assist restaurant staff with various tasks, such as food preparation, serving customers, and restocking inventory, to ensure efficient and smooth daily operations.