

Ompraksh Sen

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Knowledge Purview:

- NSO Operations
- Inventory Management
- Warehouse Management
- Strategic Planning
- Customer Service
- Delivery on Time
- Profitability.
- Training & Development

A commercially successful Retail Warehouse Executive with a proven track record in driving business forward while delivering high retail standards with enhanced customer service. A consistent track record of improving efficiency by Delivery On Time . Ability to manage daily operations and planning the use of materials and human resources to ensure maximum efficiency with customer satisfaction.

I enjoy and thrive working in a customer focused environment and is currently looking for a suitable position and be a part of decision-making team of the company.

▪ **A dynamic professional of over 4 years** in the Warehouse Management & Material Handling, Marketing Operations & Delivery Executive.

▪ **Worked with Infiniti Retail Ltd. (TATA Croma), Indore as an Back Dock Controller.**

CAREER SCAN

Since April'22 to till date: Infinity Retail Ltd. (TATA Croma) Indore, Madhya Pradesh, As a Back dock Contoller.

Key Highlights:

- Warehouse Management & proper Material Handling.
- the scheduled PID for the day counted and posted.
- SAP ECC & SAP MM & SAP SD Knowledge.
- **Pillar Of Month** for KPI's of the Store for Five time.
- Litmus of store is always The best for my store.
- Customer retention at 92% for my store.
- Daily Basic Physical Checked Negative Inventory.
- all repaired products been moved Timely out for RPA.
- Sharing ideas at City level for Customer Delivery.
- Escalation mail for delivery reverted by store team to LBST & call centre escalation team with closure Provide Timely.
- Inward Register & RGP Register Are Maintain & Checked Weekly.
- No shrinkage for my Store Since NSO.

▪ **CAREER SCAN**

Since June'18 till March'22: FRL GROUP Big Bazar Indore, Madhya Pradesh, As A Team Leader

Key Highlights:

- Warehouse Management & proper Material Handling.
- Daily Basic product Scanning Check The MRP Mismatched.
- Daily Checking FIFO of All Product In Warehouse.
- Warehouse CCPI & Global count As Per Schedule.
- No shrinkage for my Store Since NSO.
- High Value Product Has been Checked & Put On Soft tag.
- Inward Register & RGP Register Are Maintain & Checked Weekly.

• **Key Highlights:**

- Doing Tele Calling to customers and closing leads.
- Data Entry work for all closed leads and Imparting training to all new joiners
- Awarded as best Sales person for continuous three Months during my work tenure

KEY SKILLS AND COMPETENCIES

- Experience of managing KPIs and performance management.
- Experience of processing sales enquiries to a successful conclusion
- Commercially and operationally minded.
- Able to inspire store staff to keep ahead of the competition.
- Knowledge of working with brands and their guidelines.
- Push civic engagement & social responsibility agenda within the store operations.
- Resolving customer complaints within SLA.
- Ability to increase profitability through excellent service and the effective management of retail space.

EDUCATION & CREDENTIALS

Year	Degree	Institution	University	Major field of study
2020	BSC	Govt. Swami Vivekanand Collage Pchore	MP Bhoj Bhopal University	Physics
2016	HSC	Bright Star High Secondary School	MP Bord	Mathematics
2013	SSC	Govt. R.S.I. Sehore M.P.	MP Bord	

IT SKILLS

- SAP CRM & SAP MM,SAP SD, SAP ECC , MS Office & MS Excel Internet Applications.
- OMS & IBM Application For Delivery Processed.
- TMS & Locus Application fore Live Location By Delivery Agent & Order Status.
- Textilla App Use For The E Way Bill Creation.

ACHIEVEMENTS & Extra Curriculum

- Functioned as Class Captain for 2 years.
- State Level Hockey player for Under 19 team.

CO CURRICULAR Activities

- Participate in Group singing activities at different events in Inter School Competition
- Best training & development recognition to me for my team

PERSONAL DOSSIER

Date of Birth : 20 July 1997
Address : A/189,anil Nagar Near By Sandhya Kirana Store Barfani Dham
Indore Pin:- 452010
Languages Known : English & Hindi
Hobbies : Gardening, Travelling, Volley Ball & Singing.

Date: 13.12.2023

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