



Jatin Singh Shekhawat

📍 Nagda, India 456335

📞 6263971533

✉️ jatinsinghshekhawat8@gmail.com

SUMMARY

Dedicated Customer-oriented Store Manager with over 3 years of comprehensive experience in retail operations encompassing a 21,000 sqft sales floor. Proficient in leading sales and service teams while implementing effective profitability strategies. Adept at organization and task prioritization to consistently achieve performance and productivity objectives. Recognized for recruiting, training, and developing high-performing teams of store associates and assistant managers to drive operational excellence and customer satisfaction.

SKILLS

- Operations support
- Proficient in PMS
- Opera/IDS/SAP
- Teambuilding
- Multitasking Abilities
- Decision-Making
- Teamwork and Collaboration
- Expertise in PMS Opera and SAP
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Handling E-Commerce Operations
- Maintain updated records of

EXPERIENCE

October 2021 - Current

STORE MANAGER RELIANCE RETAIL, Smart Bazaar ,Nagda | Ujjain, India

- 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
- Additional store manager duties as needed.

June 2020 - September 2021

Duty Manager The Tree House Resort - Jaipur | Jaipur

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.

October 2018 - May 2020

Front Office Executive POINTS BY SHERATON - JAIPUR | Jaipur

- Organize, confirm and process guest check-ins/check-outs and adapt for any changes
- Secure payment, verifying, adjusting billing as needed
- Provide guests with room and hotel information, directions, amenities and local interests
- Run daily reports, reviewing to see what needs to be communicated to the next shift's staff
- Complete cashier and closing reports, counting the bank at the end of each shift securely

PERSONAL INFORMATION

- Date of Birth: 05/03/1997
- Gender : Male
- Nationality: Indian
- Marital Status: Not Married

- Night audit procedures and sending night audit reports to every department.

July 2017 - November 2017

Trainee Associate Le Meridein - NEW DELHI | NEW DELHI

- Learned new materials, processes, and programs quickly
- Attended training courses to build understanding of processes, techniques, and industry
- Interacted with customers under supervision to support operational objectives
- Handled day-to-day customer or client questions via telephone or email.

EDUCATION

2024

Master of Business Administration | Retail Management

JNU - Jaipur, Jaipur, RJ

B.SC. | HOTEL AND HOSPITALITY MANAGEMENT
INSTITUTE OF HOTEL MANAGEMENT AND CATERING
TECHNOLOGY

ACHIEVED SALES MILESTONES

- Year 2021 - 5.9Cr Average yearly Nob footfalls – 356 Gross margin - 14%
- Year 2022 - 6.87 Cr Average yearly Nob footfalls – 414 Gross margin - 14.8%
- Year 2023 - 9.65 Cr Average yearly Nob footfalls – 676 Gross margin - 16.1%
- Year 2024 - 6.80 Cr till July Average Nob footfalls – 878 Gross margin - 17%