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Manoj Kanaya

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OBJECTIVE

Strategic Sales, Marketing and Business Development Professional with **more than 30 years** of rich & qualitative experience in **Business development** and **Sales Strategy** for middle East leading retail department stores; seeking position as **Retail Operations Manager, Head Buying & Merchandising, Area Retail Manager, Brand Manager, Head of Retail, GM Retail**, or similar assignments with organizations of high repute.

PROFILE SUMMARY

- Enterprising & Trustworthy Leader who has effectively contributed to enhancing organizational processes through initiatives geared towards lowering risk, heightening productivity & improving internal controls, with analytical bent of mind and proven track record of stamping success in uncertainties & challenges across **Retail Operations (Multi Stores), Product and staff trainings, Visual Merchandising & Inventory Control, Product & Seasonal Launches, Product Management & Strategies, Business Development & Analysis , Cost Control, Loss Prevention (Shrinkage)**
- Delivering world class solution to the organization, focus on top line growth & bottom-line expansion, ensuring total organizational satisfaction driven by personal core values such as Ethical Business practice, Transparency & Integrity.
- Delivered through thought leadership & innovation excellent inputs in formulating highly efficient business strategies, remapping processes & developing systems for effective customer satisfaction & business targets.
- A keen planner, highly organized, self-motivated with a proven track record of achieving personal and organizational objectives consistently
- Championed in assembling and **leading high-performance teams** that deliver value at each stage of the process. Skilled at unleashing creative potential through team empowerment in a high-accountability structure.

AREA OF EXPERTISE

- | | | |
|------------------------|-----------------------------------|--------------------------------|
| • Retail Operations | • Product Management & Strategies | • New store Openings |
| • P&L. KPIs | • Product & Seasonal Launches | • Event planning and execution |
| • Merchandising | • Customer Service | • Temp Kiosks. |
| • Visual Merchandising | • Staff & Product Trainings | • CRM. |

ORGANIZATIONAL EXPERIENCE (TOTAL: 30+YEARS)

Jashanmal National Co (UAE)– Dubai (UAE, BAHRAIN & KUWAIT)

Retail Operation Manager (Dept. Stores) | Dec 2009 to Feb 2020

Jashanmal National Co (UAE)– Dubai (UAE, BAHRAIN & KUWAIT)

Merchandising Manager (Dept. Stores) | June-03 To Nov-09

Jashanmal National Co (UAE)– Dubai (United Arab Emirates)

Store Manager | Nov-01 To May 03

Jashanmal National Co (UAE)– Dubai (United Arab Emirates)

Floor Manager | Sep-90 To Oct-01

T. Choithram & Sons (UAE)– Dubai (United Arab Emirates)

Store Manager | Jan- 85 To Mar-90

For 100 years, Jashanmal has been a household name and a reliable partner for international Homewares, Bed & Bath, fashion, footwear, home appliances, travel gear and publishing companies.

Jashanmal retail operations span over 150 stores in the UAE, Kuwait, Bahrain, and Oman. Our distribution network extends to more than 1,000 outlets.

Key Responsibilities | Handling 18 Department Stores with 175+ Staff

- Managed Communication with the client and continuous implementation on change management, knowledge management, integration and interface management, stakeholder management.
- Planned and prepared Look ahead program (LAP) for the specific period for strategy development and business management.
- Handling Major Categories (Linen, Home, Luggage, Appliances & Fashion) and more than 100 Brands revenue like Hoover, Delonghi, Kenwood, Electrolux, Bartazoni, Dankotuwa, Gottinghen, Christy, Rimowa, Delsey, Victorinox, Piquadro, Echolac, Kipling, Clarks, Bally, Ck, Porsche Design, Pull & Shark etc. under Jashanmal Department Stores.
- Ensured consistent growth in sales, area profitability and retail parameters KPI's. Involved in the setup of new outlets and stock planning for the same.
- Conducted regular meetings and encourage employee to take ownership for their Performance and career development plans.
- Prepared MIS report, upkeep audit to facilitate top management in decision making.
- Liaised with various govt. bodies for permissions & licenses required and cordial relation with mall management for smooth operation of stores.
- Administered activities with smooth flow of operations and managed teams across all stores.
- Tracked product performance at the retail outlets and initiate the action planning to capture additional sales opportunity for fast moving products and minimize inventory through timely clearance of slow-moving products.
- Managed employee turnover. Provide a positive working environment and handle employee issues appropriately and in a timely manner.
- Built up a healthy culture by fostering organizational Values and maintain overall discipline in the Store
- Coordinated with Marketing, Finance, V.M, Category Buyers, Planner's warehouse, Projects, IT & HR team for smooth operations and business development.
- Ensured strict adherence to the Statutory Compliance.
- Planned Yearly Marketing Calendar and promotions activities like –DSF, DSS, back to school, part sales etc.

TECHNICAL COMPETENCIES

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|------------------------------------|---|---|
| • Operations management. | • Store Operations& Management. | • Visual Merchandising & Inventory Control. |
| • Business Development & Analysis. | • Relationship Management. | • Training & Development |
| • Cost Control. | • Strategic Planning. | • Competitive analysis and forecast |
| • Fashion & Trends. | • Customer Service & Consumer Behaviors Analysis. | |
| • Loss Prevention (Shrinkage). | | |

ACADEMIC QUALIFICATIONS

- KJ Khilnani | Commerce | Mumbai, India, June 1978 – April 1980

CERTIFICATIONS & AWARDS

- Training in Customer Service, Sales for Retail Staff, Winning Performance, Store Managers
- Customer Service Training – The Hospitality Plus Institute (Deira City Centre Management)
- Retail Training – Clarks England
- Fashion Buying and Merchandising- University of the Arts London – London College of Fashion
- Guest Service- Disney Magic
- A.T Cross Training Program- Cross Writing Instrument.
- Product Training – DeLonghi, Kenwood, Hoover, LeCreuset,Lenox Dinner ware.Dankotuwa Dinner ware, Cutipol Designer cutlery, Arthur Price Silver plated Cutlery. , Simalpos Cook ware, Fissler Cookware, Christy Bed & Bath Accs. , Delsey Luggage, Victorinox Luggage & Tools., Rimowa Luggage, Piquadro Luggage & Leather Accs., Kipling Fashion bags and Accessories.
- Trainings in Maytag SDA & MDA, Hoover SDA & MDA, Bertazonni MDA., Electrolux Appliances & Build In appliances.
- Creating High Performance Teams Workshop-VINSYS.

ACHIEVEMENTS

OVERALL ACHIEVEMENTS DURING MY TENURE WITH JASHANMAL

- Year 2018: Achieved DSF (Dubai Shopping Festival) target of 15 million before deadline (within 29 days instead of 30)
- Year 2017: Mystery Shopper program - Achieved highest score of 96 out of 100
- Top performer Jashanmal stores were from Mall of the Emirates & Dubai Mall
- Year 2016: Achieved DSF (Dubai Shopping Festival) target of approximately 16 million before deadline
- Year 2015: Achieved DSS (Dubai Summer Surprises) target of 14 million in 28 days instead of 30 days.
- Managerial tasks (2015): Implemented individual targets to improve KPIs, Customer service and brand
- Performance within the zone
- Year 2014:
 - First: My position as Retail Operational Manager demanded to execute award ceremony as a token of appreciation for the deserving sales staff. The Award Ceremony was executed by me under the instructions of management (ABCD – Above and beyond call of duty – as per the criteria)
 - Second: Boosted confidence of the sales staff by implementing consistent staff motivational speeches, products training and team briefing, **resulting in good progress in customer service that built trust and overall reputation.** Also trained the Store managers to conduct weekly training for staff.
- Year 2013: Outperformed in sales in view of my accurate strategy applied to implement the plan, staffing, resources, products and Offers during DSF (Dubai Shopping Festival) at Mall of the Emirates & Dubai Mall

PERSONAL COMPETENCIES

- **Analytical Skills:** - Excellent ability to analyze complexities.
- **Leadership:** - Extensive experience of leading teams.
- **Inquisitive:** - Creativity with a quest to change complex conditions.
- **Innovative:** - Extensive experience of analysis of case studies and give unique solutions.
- **Adaptable:** - Adaptability to people and places with excellent networking skills

PERSONAL DETAILS

Date of Birth : 02nd Oct 1964

Marital Status : Married

Language : English, Sindhi, Hindi & Arabic.

Visa status : Residence (Transferable)

Driving License: Valid UAE Driving License

With my experience and efficiency, I can do the best more than your expectation if I get an opportunity to work in your company. I will work with full co-operation and stand for company's good achievements.

I hereby declare that the information furnished above fair & correct.

Manoj Kanaya