

Prashant Sawant

Retail Store Manager

Pune, Maharashtra · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Retail store manager with 12 years in electronics and hypermarket formats, now running a 25,000 sq ft consumer electronics store with a team of 45. Owns sales, margins, staffing, inventory and customer experience, and works closely with brand promoters and the regional office. Known for strong audit scores, low shrinkage and growing sales during festive seasons.

SKILLS

Store P&L ownership · Sales and conversion growth · Inventory control and shrinkage · Team hiring and training · Brand promoter management · Visual merchandising standards · Customer complaint resolution · Store audits and compliance · Festive season planning · Retail analytics

EXPERIENCE

Store Manager — Consumer electronics retail chain, Pune

5 years · current

- Run a 25,000 sq ft store with 45 staff and brand promoters, responsible for sales, margin and expenses.
- Grew festive season sales year on year through bundled offers, extended hours and promoter training.
- Brought shrinkage below the chain's target by tightening receiving checks and high-value cage controls.
- Scored among the top stores in the region on internal audits for process and display standards.
- Hire and train staff, with several team members promoted to department manager roles.

Department Manager — Hypermarket chain, Mumbai

5 years

- Managed the home appliances and electronics department, planning stock and offers with category teams.
- Improved conversion with demo zones and trained staff on product features and finance options.
- Handled customer complaints and escalations calmly, protecting store ratings.

Sales Supervisor — Mobile phone retail chain, Pune

2 years

- Supervised four sales staff and handled billing, activations and stock checks.
- Met monthly targets for accessories and protection plans most months.

EDUCATION

MBA in Retail Management — Private business school, Pune

B.Com — College affiliated to a state university, Satara

CERTIFICATIONS AND REGISTRATIONS

- Retail Store Manager, skill council certification
- First Aid and Fire Safety for retail staff

PROJECTS

- Festive season playbook — staffing, display and offer plan reused by stores in the region
- Shrinkage control project — new receiving checklist and weekly high-value counts

LANGUAGES

Marathi · Hindi · English