**MONIL SHETH**

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**🖂 :** Ahmedabad, Gujarat, India

­­­­­­­­­­­­­­­­­­­­­­­­­­**T.O.R.C.H. Bearer - Training – Operations – Retailing – CRM – Hospitality**

A highly skilled, organized and result oriented professional with 18+ years of experience & expertise into retail store operations, customer services, content development, product, process & people training

**EXPERIENCE – Professional Recital**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Designation | Department | From | To |
| **Dale Carnigie, Centum Learning & Kaizen Training Solution** | Freelance Corporate Trainer & Associate Training Partner | Automobile, CDIT – Retail, Retail Pharmacy, Telecom, Sanitary ware, Luxury etc. | May’20 | Till date |
| **Centum Learning Ltd – A Bharti Airtel Group** | Project Manager – OPPO Mobiles, Gujarat | Retail Sales Training and Data Management | Nov’19 | May’20 |
| **Hero Mindmine – A Hero Group Company** | Sr.Trainer – Automobile, Retail & Govt Projects | Maruti Suzuki, Hyundai, Haier, Havells, Escorts, Tanishiq, Shapoorji, BSF, Western Railways etc. | June’18 | Nov’19 |
| **FAIRBOOK Education** | Freelance Trainer & Consultant – Gujarat | Retail, Automobile, Hospitality and Luxury | April’17 | Dec’17 |
| **Reliance Digital Retail Ltd** | Retail Store Manager – Ahmedabad | Retail Store Operations | Nov'15 | Mar'17 |
| **Pure Gold Jewellery** | Regional Manager – Gujarat | Retail Operations and Training | Dec'12 | May'13 |
| **Forever Jewels** | Sr. Manager - Retail Ops – Pan India | Retail Operations and Training | June'11 | Nov'12 |
| **Reliance Gems & Jewels** | Deputy Manager – Ahmedabad | Retail Store Operations | Nov'10 | May'11 |
| **Hypercity Retail Pvt Ltd** | Store Operations Manager – Mumbai. | Non-Food – CDIT, Home Appliances and Luxury | Feb'06 to Aug'06 & Mar'10 to Nov'10 |
| **Essar Telecom – The Mobile Store Ltd.** | Business Development Manager – Gujarat | Site Acquisitions, Store Operations & Training | Aug'06 | Dec'10 |
| **Fun Republic Ent Pvt Ltd** | Customer Relationship Manager – Ahmedabad | CRM & Operations | Feb'01 | Dec'05 |
| **Magnasound (I) Pvt Ltd** | Sales Officer – Ahmedabad & North Gujarat. | Channel Sales | Feb'00 | Jan'01 |

**EXPERTISE – Organized Retailing & Professional Training**

* Exceptional Business analysis, presentation and communication skills
* Excellent Retail store operations, merchandising and people management abilities
* Demonstrate on floor store management, grievance handling and customer services skills
* Work closely with top management to identify the gaps and focus on areas of improvement
* Review & present post training effectiveness and suggest new business strategies
* Accurate observant and strong detailing in on field / job training analysis
* Conduct rewards and recognition, suggest ATL and BTL activities
* Exceptional motivational and counselling skills

**EXPERIENCE – Freelance Assignment / Projects**

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| --- | --- | --- | --- | --- |
| Pioneer Clients | Industry / Sector | Audience | Days | City |
| KOHLER | Sanitary wear | Dealer Sales Staff | Ongoing | Online |
| AIRTEL Business Solutions | Telecom | Corporate Sales Staff | Ongoing | Ahmedabad |
| NEXA – Maruti Suzuki India Ltd. | Automobile | Retail Staff | Ongoing | Online |
| Wellness Forever | Retail Pharmacy | Retail Sales Staff | 3 | Mumbai |
| Airtel DTH | Telecom | Retail Sales Staff | 3 | Online |
| Paragon Footwears (Online) | Retail / Footwear | Dealer & Retailers | 2 | Online |
| The Mobile Store Ltd | Retail / Telecom | Retail Outlet | 14 | Ahmedabad |
| Westside - Tata Trent | Retail / Apparels | Retail Outlet | 14 | Ahmedabad |
| Amazon India | Logistics | Riders | 45 | Ahmedabad |
| Castrol Bike Zone | Automobile | Field Staff | 3 | Ahmedabad |
| Havells Electricals | Service / Electricals | Electricians & Brand Staff | 3 | Ahmedabad |
| HERO MotoCorp | Automobile | Dealers & Brand Staff | 2 | Rajkot |
| Dangee Dums - Aromen Hospitality Pvt Ltd. | Hospitality (QSR) | Restaurant, Kitchen & BO | 180 | Ahmedabad |
| Cosmos Films & Packaging | Packaging | BO Team | 1 | Baroda |
| Arvind Brands Pvt Ltd. | Retail / Apparels | Retail Outlet | 120 | Ahmedabad & Surat |
| Essar Oil & Gas | Petroleum  | Fuel Station | 45 | Gujarat |
| Shilpa Lifestyle | Retail / Jewellery | Retail Outlet | 10 | Rajkot |
| Sri Balkrishna Jewellers | Retail / Jewellery | Retail Outlet | 8 | Jamnagar |

**REWARDS & RECOGNITION – ON JOB CERTIFICATION**

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| --- | --- | --- | --- |
| Organization | Awards & Recognition | Dept | Year |
| Fun Republic | Best Employee of The Month | Retail | 2001 |
| Fun Republic | Best Employee of The Month | CRM | 2003 |
| Fun Republic | Best Groomed Male | CRM | 2003 |
| Hypercity (I) Pvt. Ltd | Train The Trainer - “Delivering Excellence” | Retail Ops | 2006 |
| The Mobile Store Ltd | “Counter Retailing Skills” – Hutchison Essar | Retail Ops | 2007 |
| The Mobile Store Ltd | “Exceeding Expectations” – 4/5 Star Rating | Operations | 2009 |
| Hypercity (I) Pvt Ltd | “Retail Leadership Behaviours” | Retail Ops | 2010 |
| Hypercity (I) Pvt. Ltd | Receiving, Price Check, BOGOF, Hygiene, HK, Fire Safety, HD, Security, L&F, RGP/NRGP, HR | SOPs | 2010 |

**EDUCATION – Aligned with professional foundation**

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| --- | --- | --- | --- |
| **COURSE – STREAM** | **BOARD / INSTITUTE** | **RESULT** | **Passing Year** |
| Diploma Program in Training and Development | ISTD – Indian Society of Training and Development, Delhi. | Pursuing | Pursuing |
| ADPDT – Training | American TESOL, Calcutta (1 Year) | A+ | 2014 |
| E-MBA - Retail Management | ISBM&A, Pune (DL) (2 Years) | A++ | 2010 |
| Diploma In Retail Management | Karma Retail Academy, Mumbai (0.6 Year) | A | 2006 |
| HDSM - Sales & Marketing | NIS Sparta, NIIT, Ahmedabad (1.5 Years) | 68% | 1998 |
| Higher Secondary – Commerce | Don Bosco English Med School, A'bad | 55.50% | 1995 |
| Secondary School – Commerce | Ruth Memorial English Med School, A'bad | 51.50% | 1993 |

**LANGUAGE PROFICIENCY – Fluency in 3 Indian & 1 foreign language**

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| --- | --- | --- | --- | --- |
| **LANGUAGE** | **READ** | **WRITE** | **SPEAK** | **PROFICIENCY** |
| Hindi | **✓** | **✓** | **✓** | Fluent & Professional |
| English | **✓** | **✓** | **✓** | Fluent & Professional |
| Gujarati | **✓** | **✓** | **✓** | Fluent (Mother Tongue) |

**PERSONAL DETAILS**

**D.O. B :** 17TH May’1978 **Marital Status:** Married **Religion:** Hindu **Nationality:** Indian