



Amit K Mmalhotra

Regional Manager, with 20 plus years of experience in Retail Operations, Business Development, Expansion and setup, Customer relations, Team building and Development and P&L responsibilities.

GET IN CONTACT

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PERSONAL DETAILS

- Total Experience 20 Years 0 Month
- Current Location Pune
- Date of Birth Feb 28, 1981
- Gender Male
- Marital Status Married

SKILLS

- Data Analysis
- Team Management
- Interpersonal Skills
- Training Management
- CRM Management
- Business Development

TECHNICAL SKILLS

- Microsoft Office
- Google Sheets
- MIS Reporting

LANGUAGES KNOWN

- English
- Hindi
- Punjabi

COURSES & CERTIFICATIONS

- Diploma In Hotel Management

PROFILE SUMMARY

A Focused Professional with 20 Years of experience in Operations Management, Back Office Operations, Service Delivery Management, Quality Control, Escalation Management, SLA Management, Client Relationship Management, Customer Support, MIS Reporting, TAT Management

EDUCATION HISTORY

Post Graduation

Course PG Diploma(Hotel management)
College Institute of Hotel Management, Bangalore
Year of Passing 2002

Graduation

Course B.A(Fine Arts)
College Delhi University - College of Art
Year of Passing 2004

WORK EXPERIENCE

Oct 2023 to Present

Regional Manager at Venus Data Products Pvt. Ltd. (Apple APR Stores)

- Responsible for maintaining and improving EBITDA of the region.
- Manpower planning & employee productivity optimumization.
- Competative offer & price planning.
- Retail expansion planning.

Apr 2018 to Oct 2023

Cluster Manager at Tresor Systems Pvt Ltd. (Apple A PR Stores)

- This role is responsible for ensuring consistent customer delight through stores in the cluster.
- To meet or exceed retail sales KPIs, comp growth against planned budget. To drive commercial success and strengthen retail execution in stores.
- Ensure proper execution on established policies, procedures, initiatives ad directives regarding store operations, visual merchandizing, staff training and

demand generation.

Sep 2011 to Jan 2018

Cluster Manager at Currents Technology Retail India Ltd.(Apple APR Stores)

- Set up retail stores and operations in Punjab region and grew to 5 stores with 40+ employees having annual turnover of more than 200 Cr.
- Responsible for regional profitability.
- Regional EBI TD A increased by 2% over 2008-2009 for Punjab,Himachal & Chandigarh.

Oct 2008 to Aug 2011

Area Operations Manager at Music World (RPG Group)

- Handled 3 zones ??? Chandigarh, Punjab & Himachal. Planning & generating alliances & alliance income from the partners.
- Planning & execution of events & promotions in the region. ??? Responsible for overall regional P&L and supervising other support functions ??? Merchandising, Commercial, IT etc.
- Ensuring consistent WOW customer experience and motivating the team to get the best results.

Jun 2008 to Oct 2008

Area Head at MORE- Aditya Birla Retail

- Budgeting for Capital Expenses & further Operational Expenses.
- Assessing the manpower requirements in the region & recruiting.
- Making training schedule for staff in different departments.

Jul 2005 to May 2008

Store Manager at Planet M Retail Ltd.

- Ensuring excellent customer experience is delivered.
- Stock requisition and inventory management.
- Visual merchandizing and SOP adherence.

May 2002 to Jun 2005

Training Manager at McDonalds Corporation

- Handling 5 basic systems i.e. food cost controllable, scheduling Maintenance and repair, ordering and training.
- People development.
- Event management.