



VIVEK VASUDEVAN

**SUPERVISOR – CASH TEAM &
STORE OPERATIONS**

ABOUT ME

Experienced Retail Supervisor with over 10 years of experience in Cash Team and Store operations, specializing in inventory control, stock management, and Cash team supervision to support daily store efficiency. Proven ability to improve sales performance, reduce shrinkage, and maintain high stock accuracy through effective planning and execution. Skilled in staff training, customer service, promotional activities, and KPI monitoring to meet business and operational targets. Known for strong communication, leadership, and problem-solving skills, with the ability to work in fast-paced environments while ensuring compliance with company policies, safety standards, and operational excellence. Demonstrated ability to streamline workflows and enhance store productivity through effective resource allocation.

WORK EXPERIENCE

2023 – 2026

❖ RETAIL SUPERVISOR_CASH TEAM

HOME CENTRE UAE (LANDMARK GROUP RETAIL LLC.)

Duties & Responsibilities

- Oversee and ensure accurate processing of all payment types (cash, credit/debit cards, gift vouchers, returns/refunds).
- Perform end-of-day register reconciliations: count cash drawers, verify transactions, prepare deposits or transfers as required.
- Monitor for discrepancies or irregularities in cash handling and escalate or investigate issues (shortages, overages, suspicious transactions).
- Ensure that point-of-sale (POS) equipment and payment terminals are functional, and coordinate resolution if technology problems arise.
- Supervise, coach and train the cashier team: onboarding new cashiers, reinforcing correct procedures, monitoring performance.
- Manage cashier scheduling, breaks and coverage of cashier stations, especially during peak periods.
- Maintain compliance with company policies and financial controls (cash handling procedures, safe-keeping of monies, security protocols).
- Prepare and maintain required daily/shift reports (sales, cash reconciliation, discrepancies), and submit them to store management or finance/ops team.
- Assist with opening/closing procedures for the front end (e.g., opening registers, ensuring till funds, closing procedures, deposits).

2016 – 2022

❖ RETAIL SUPERVISOR_CASH TEAM & FMCG

CARREFOUR UAE (MAJID AL-FUTTAIM SUPERMARKETS)

Duties & Responsibilities

- Supervise Cash Team, FMCG, Light Household, and Heavy Household departments, ensuring smooth and compliant daily store operations.
- Plan, forecast, and execute inventory replenishment based on sales trends, seasonal demand, and stock movement, reducing stockouts and overstocking issues.
- Lead, train, schedule, and evaluate staff performance to align with store standards and operational goals.
- Monitor merchandising standards, product displays, and planogram compliance to support sell-through and brand guidelines.
- Conduct regular stock audits, cycle counts, and reconciliation processes to maintain accurate stock records and shrinkage reduction.
- Resolve escalated customer issues and deliver high-quality service, strengthening customer loyalty and store reputation

KEY SKILLS

- Retail Supervision
- Team Leadership
- Customer Service
- Stock Control
- Inventory Management
- Sales Target Achievement
- Visual Merchandising
- Store Operations
- Performance Monitoring
- Supplier Coordination
- Time Management
- Conflict Resolution
- Planning & Scheduling
- KPI Monitoring
- Problem Solving
- Store Opening & Closing Procedures
- Cash Handling & Cash Reconciliation
- Workforce Scheduling
- Loss Prevention
- Stock Replenishment
- Compliance & Safety Standards
- Customer Complaint Handling
- Promotional Planning & Execution
- Multi-Tasking Capability

EDUCATION

- **Master of Business Administration – HR & Marketing**
Calicut University, Kerala, India |
2007 – 2009



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Area

Malappuram Dist., Kerala,
India, Pin 676552

ACHIEVEMENTS

- Increased annual sales revenue by 15% through improved stock planning and promotions.
- Reduced inventory shrinkage by 20% by strengthening stock control and audit accuracy.
- Achieved 98% stock accuracy during cycle and annual inventory checks.
- Improved staff productivity by 30% through training, task delegation, and performance monitoring.
- Increased customer satisfaction levels by 25% through improved service quality and issue resolution.

COMPUTER SKILLS

- MS Office (Excel, Word, Outlook)
- POS Systems
- Inventory Management Software
- Email & Reporting Tools

ADDITIONAL INFO

Gender : Male
DOB : 09-06-1986
Marital Status : Single
Nationality : Indian

DRIVING LICENSE INFO

Driving License : Valid Indian & UAE
. License

LANGUAGES KNOWN

English – Fluent

Malayalam – Fluent

Hindi – Fluent

Tamil – Fluent

Arabic – Basic

2013 – 2015

❖ BANKING OPERATIONS EXECUTIVE

HDFC BANK PVT. LTD., INDIA

Duties & Responsibilities

- Managed end-to-end documentation for mortgage loan processing, ensuring accuracy, compliance, and timely submission.
- Assisted the process team in workflow improvements to reduce delays and increase processing efficiency.
- Supported operational reporting and documentation tracking to enhance process visibility and productivity.
- Reviewed client submissions for missing information to prevent delays and ensure case completeness before underwriting.
- Prepared internal reports regarding application progress, approval timelines, and document requirements.

2010 – 2013

❖ SENIOR ASSOCIATE – OPERATIONS & CREDIT

CHOLA INVESTMENT & FINANCE CO. LTD, INDIA

Duties & Responsibilities

- Oversaw daily branch operations including customer service, financial documentation, reporting, and cash handling.
- Managed and supervised front-line employees, including task allocation, training, and performance monitoring.
- Developed and implemented operational strategies to increase branch productivity, customer satisfaction, and retention.
- Supported loan processing, collections, approvals, and compliance checks in accordance with company guidelines.
- Prepared periodical financial reports, reconciliations, and administrative documentation for management review.
- Fostered customer relationships and resolved operational or service-related issues to ensure smooth functioning of the branch.
- Ensured adherence to company compliance, regulatory standards, and audit readiness across daily operations.

REFERENCE

Available upon request

DECLARATION

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

VIVEK VASUDEVAN