



# Rohit Saini

City Manager at Pedivan France  
- Business Operations

Paris, France

[Portfolio link](#)

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## Links

[LinkedIn](#)

## Languages

English (Fluent)

French (Work Proficiency)

Hindi (Native)

## About

I am a Master's qualified, Customer-focused Business Operations Manager with more than 4 years of international experience in Operations, Customer Relations, and Team & People Management. I am ambitious and always searching for better opportunities for my career advancement.

### BRANDS WORKED WITH

Fnac Darty

Gorillas

Kyrion Technologies

Pedivan

Pizza Hut France

## Experience



### ● City Manager - Business Operations

Pedivan | Dec 2022 - Now

- Executed Operation Launch - company setup, insurance, accountancy, warehouse setup, etc.
- Recruiting, onboarding, staff scheduling, training & leading initial operation team.
- Implementing strategies around the geographical, legal & other city aspects to optimize operations & improve services.
- Ownership of KPIs, sales targets, revenue generation, people management & partner relations.
- Monitoring H&S risks, procedures, and compliance with active licenses and regulations.



### ● Store manager - Warehouse/Darkstore Operations

Gorillas | Dec 2021 - Now

- Recruiting, Staff scheduling, leading, coaching & developing team of supervisors, Operation associates & bike crew to put together well organised Warehouse setup.
- Analysing data around P&L, sales, customers, staff performance, & order delivery to make informed decisions to achieve sales targets & fulfil KPIs.
- Ensuring high customer satisfaction rate, effectual operational processes, optimal product quality, health & safety standards, hygiene & cleanliness.
- Work collaboratively with many different stakeholders like suppliers, shift leads, bike crew, landlords, customers, neighbours etc.



### ● Store Supervisor - Warehouse/Darkstore Operations

Gorillas | Apr 2021 - Dec 2021

- Assisting Warehouse manager in managing staff, order delivery, customer satisfaction rate, minimizing wastes, efficient & productive working environment.
- Ensuring Optimal product quality & inventory accuracy, managing stock shipments, storage & shelf placement optimization.
- Communicating with supply chain, marketplace & other departments to manage operations & make sure that processes are implemented correctly.



### ● Service Manager

Pizza Hut France | Apr 2019 - Apr 2021

- Operational Flow Management - with Microsoft Dynamics 300 ERP to improve food & beverage management, engaging clients, suppliers & sales target.
- Inventory management - forecasting & purchasing by data analysis, verification, supply planning & managing stock deliveries.



### ● Junior Project Manager

Fnac Darty | Jul 2018 - Sep 2018

- Supply chain & logistics project coordination - data analysis, organisation of team meetings, documentation & presentation for the team.
- Change management - measure created by package elaboration using SQL, Integrity testing, detect & remove errors in Web Analytics Tools.
- Collaboration in projects like Drop-shipment with international partners for fast product delivery and Digital traceability of inventory to avoid inventory loss & delays.



### ● **Software Development**

Kyrion Technologies | Jun 2014 - Jul 2014

Worked on a team project to make a library management system (Java/Netbeans platform). Was responsible for task assignment, project coordination and time management.

## **Education & Training**

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2017 - 2019

### ● **IAE Gustave Eiffel**

Master, Master of International Business

2016 - 2016

### ● **ISEP - école d'ingénieurs du numérique**

Certification, semester exchange , Computer Systems Networking and Telecommunications

2012 - 2016

### ● **Chandigarh University**

Bachelors, Bachelor of Computer Science Engineering