

Manoj Nair

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Knack to build profitable, high growth organizations & performance driven business units

CAREER SUMMARY

As a Regional Business Manager, I have led 4 Bose subsidiaries in varied geographies like Japan, Australia, Middle East & India to grow their sales, profits, new business models, and teams over 18 years in highly visible business manager roles. As a global and regional head of business, I have led business development, significant business transformation, strategic planning, product launches, forecasting & budgeting, P&L management, real estate footprint, customer centric experiential retail, channel partner management, B2B business, and team management for businesses up to \$250M. More recently I have moved from a country to regional role to lead & transition APAC business.

I am seeking a role that is stimulating and has a sense of building an experience (an organization, a product, a team) that makes a difference in people's day to day life. I am skilled in leadership, entrepreneurial mindset, business partnering, communication, stakeholder, people management and to operate at executive level. I have collaborated with leaders, teams and other functions across geographies and brought in new perspectives to successfully exceed business targets by millions of dollars. I have a history of effective people management, hiring and development, in multi-cultural & multi lingual environments.

Professional Experience



Working with Bose since 2002-2020

Bose Singapore Pte. Ltd:

Nov 2018-Mar 2020

Regional Retail Asia Pacific Manager-Global Direct to Customer

Main Interface -

Global Direct organization, Product Managers, other Regional Channels and Functions, Global Sales Operations, Focus Market Development, Marketing & Services, Supply Chain

Job Responsibilities –

1. Business ownership & management of Australia & Japan market
2. Subject matter expert to teams in Asia Pacific direct to customer strategies
3. Develop commercial strategy for Asia Pacific by working with product & channel leaders

Enterprise Impact –

1. Strategically planned a \$50M business and 200 people transition in Australia & Japan
2. Created a detailed footprint strategy across malls for Australia & Japan
3. Learned & implemented cultural techniques to break barriers in international markets

Detailed Description of The Role –

I seek new opportunities now as I joined my past role for a specific business transformation work that ended on 31st Mar'20.

I have been working with Bose for 18 years (APAC 1.4yrs, UAE 9.2yrs & India 7.7yrs). In my last role as APAC Retail Regional Manager, I was based out of Singapore office & part of the leadership team in the US.

I was the Retail Business Leader for Australia (15 Stores) & Japan (30 Stores) markets and advisor for business in other parts of Asia Pacific.

APAC contributes 35% of the global retail business. I was directly responsible for 50% of APAC business ie \$50M & indirect business support of \$100M. I had 2 country managers reporting to me and an indirect staff of 200.

My scope of work includes –

- Full ownership & accountability of revenue & P&L in retail ANZ & Japan
- Develop retail real estate footprint strategy for 45 Bose stores in Australia & Japan
- Educate and share Global best practices within Asia Pacific teams
- Develop a commercial strategy for APAC with Product Managers, Channel/functional leaders
- Strategically plan business and people transition in Japan & Australia

Regional Retail Sales & Operations Manager-Consumer Audio Division**Job Responsibilities –**

1. Enhance market penetration by building and expanding retail channel
2. Build brand Bose in the country and the MEA region
3. Drive a double-digit profitable business

Job Achievements –

1. Successfully set-up 6 Bose Stores & 8 Shop-In-Shops
2. Built a \$20M annually from ground zero & \$6M from Shop-In-Shop with partners like Virgin & Plug-Ins
3. UAE became the 2nd highest profitable retail channel globally

Detailed Description of The Role –

There are 3 channels (Retail, Wholesale & Export) of revenue generation at Bose UAE. I was leading one of those channels ie retail. My key accountability was to be the brand ambassador & set-up the Bose retail business which will be directly responsible for the Bose experience in the country.

Retail was a strategic channel for Bose to build the brand visibility and experience not only in the UAE Market but also in setting up a great example for the Middle East & Africa region.

In 9 years, I led with a solid team of 66 (40% of total UAE staff) members, and together we created a business of \$20M annually which was 55% of UAE business and 25% of the MEA region business.

My scope of work in this role was –

- Building brand Bose with extraordinary experiences to customers
- Fully accountable for the retail P&L & Operations
- Drive significant revenue and maintain high profitability to support other operations in the country
- Develop & deploy various talent management tools
- Being the SCRUM master and facilitator for MEA region
- Be the brand ambassador for the region

Awards & Accolades –

- Best Manager award for sales – 2014
- Vice President award for “Outstanding Contribution” - 2012

Area Manager (North) –**2009****Job Responsibilities-**

1. Delivering Bose brand experience to the various cities of the country
2. Drive business revenue & growth
3. Collaborate with various teams to drive events in all parts of the country

Job Achievements –

1. Set a record by growing 5 ranks within 5 years
2. Built 15 successful stores and talented teams from west, East, South & North
3. Implemented the large residence business model in north India with 40% margins

Awards & Accolades –

- Best Manager Award – Bose India, 2007
- Innovation Award Winner – Bose India, 2005
- Platinum, Diamond, Gold, Silver and Bronze award winner for the Bose Olympic Contest – Bose India, 2004
- International District Excellence Award among 800 employees across the world – Bose India, 2003

Past Experience



Shopper's Stop | Customer Care Operations

Sep 2001 – Feb 2002

Core Competencies...

- Execution
- Global Collaborative Mindset
- Customer Orientation
- In-store Operations/Retail Real Estate
- Resilient & Strategic Thinker
- Leading People
- Cultural Awareness
- Market Development
- Leading Change
- Drive Growth/Results
- Communication
- Program Management

Leadership Strengths & Highlights

- ❑ **Strategy** – Successfully led the transition of Japan from country to global, improved profitability through right retail footprint in Japan & Australia, built a profitable, millions of dollar business in UAE
- ❑ **Channel Management:** Enhance market penetration by setting up and managing a profitable channel network as well as developing eight Store-in-stores across Virgin Megastores & Plug-Ins-ACE. Drive existing SIS in Japan department stores, set-up B2B Large Residence business model in UAE.
- ❑ **Retail Footprint Strategy** – Implemented ideal footprint strategy for my markets in Japan, Australia, UAE & India. Management of Bose Stores, Store-in-stores, Factory outlets & Pop-Ups.
- ❑ **Operations Management:** Proven ability in ensuring compliance to budgetary parameters across all markets in the region aimed at accomplishment of revenue targets; forecasting & planning, collaborating with the Country Managers/Consultants/Mall leasing managers/ senior management in negotiating deals for development of new locations and stores as per global standards.
- ❑ **P&L Management:** Skilled in aligning budgets to business planning & development operations; evaluate changing market dynamics and other related factors to realign business strategies for maintaining organizational P&L
- ❑ **People Management:** History of effective people management, hiring and development, in multi-cultural & multi lingual environments. Proven ability to remote manage teams at a Regional level – Japan, Australia, UAE & India. Aligning with Europe & US business models.
- ❑ **Launching New Products & Market Development:** Leading revenue, P&L, business development, team management in Japan, Australia, UAE, & India business. Proven ability in enhancing brand awareness through organization of various promotional events; driving product launch, new product hyper-care, revise business hours based on local requirements to maximize footfall; evaluate market trends for implementing product innovations based on consumer preferences
- ❑ **SCRUM Master** - Facilitator for Bose Middle East & Africa, Consumer Electronics strategy agile development. My role was to allow sales, human resource, marketing, operation team to self-organize and drive changes quickly to achieve the MEA-CE goal & strategy, in accordance with agile principles.

Qualification & Professional Development

Education

Bachelor of Commerce (Financial Accounting & Auditing)

Mumbai University

2001

Key Leadership & Training Courses -

- Country Navigator - 2019
- Leading Remote & Virtual Teams-2019
- Certified Agile Lean-2017
- Certified Global People Management Program-2016
- Certified Bose Leadership for Action Course-2013
- Certified Manager Workout Bose India-2012

Language & Computer Skills

Languages Known: English, Hindi and Malayalam

Software – Microsoft Office, Microsoft Teams, Workday, Tableau, Power BI

Personal Interest

Travelling, Walking, Trekking, Gym