

Rahindren Naicker **MBA**

EXECUTIVE · ENTREPRENEUR · PHARMACEUTICAL DISTRIBUTION & COMMERCIAL STRATEGY

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Profile

A results-driven executive and **entrepreneur** with a career of nearly three decades spanning **pharmaceutical distribution, retail, financial services, telecommunications, and fashion**. A confident partner at “C” and Exco level — taking charge of the big picture, aligning the business, and building the organisation, relationships and processes around it. Carries full profit-and-loss accountability across regions and portfolios measured in the billions, pairing corporate discipline with a founder’s instinct for opportunity — driving KPIs, re-engineering and simplifying processes, and creating operational set-ups that turn complexity into clarity and deliver results.

Core Competencies

Strategy Development & Execution · Business Development & Growth · Full P&L Accountability · Tender & Contract Negotiation · Complex Problem Solving · Operations & Process Re-engineering · Relationship & Stakeholder Management · Team Leadership & Development · Market Intelligence & Analysis · New Venture Development · Multi-site Retail Operations · Judgment & Decision-Making

Professional Experience

Business Development Executive: Africa · Clicks Group

09/2024 – Present

Johannesburg · Rest of Africa · Pharmaceutical distribution

- Created a business unit to deliver circa R10m NOP in 8 months
- Developed relationships amongst key stakeholders in the private and public sector.
- Created and managed public and private sector supply and distribution of pharmaceuticals and medical supplies across African territories.
- Lead market intelligence, strategy development and execution to identify and convert commercial opportunities.
- Own relationship management, business development and sales & revenue growth across the portfolio.
- Manage tender processes and client contract negotiations end to end.
- Currently managing the complete exports division encompassing the order to cash process amongst the distribution clients and Africa

New Business Manager · UPD

01/2021 – 08/2024

Johannesburg · R16 billion turnover · Nationally · Pharmaceutical wholesale & distribution

- Led 15 direct reports spanning key account management, co-ordination, despatch and fleet teams.
- Drove client and manufacturer on-boarding and contract negotiations.
- On boarded the largest pharmaceutical manufacturer over a six-month period.
- Supported and implemented projects including SAP and business-process initiatives.
- Managed fleet and routing; created and implemented efficiencies throughout the value chain by analysing the cost to serve and enhancing the routing.
- Directed teams to deliver on all agreed KPIs while ensuring adherence to HR policies and procedures.

Regional Manager · Clicks

08/2016 – 12/2020

Johannesburg · R1.8 billion turnover · 54 stores · 3 provinces · (General Manager: MVNO for 2 months prior)

- Managed five Area Managers and 54 stores with full accountability for regional profit and loss.

- Recommended and drove regional business opportunities, growing sales and operating profit while reinforcing the brand's competitive edge via new acquisitions, new site evaluations, revised product ranging and enhancing customer service.
- Delivered continuous business-process improvements that strengthened operational execution and managed risk.
- Monitored regional performance, analysed trends and ensured appropriate corrective actions.
- Drove a culture of customer-service excellence, lifting customer experience and ClubCard participation to set targets.
- Engaged and influenced stakeholders, feeding regional insight into range, pricing, promotion, customer and people strategies.
- Delivered store-expansion growth targets for the region and the people strategy for pharmacy and professional development, in line with the brand's Talent and Transformation agenda.
- Ensured adherence to HR policies and procedures aligned to corporate governance.

Divisional Operations Manager — Edgars · Edcon

03/2016 – 07/2016

South Africa · R900 million turnover · 15 stores (Vaal & Northwest)

- Managed 15 Edgars stores including financial management, HR and operations, aligned to chain and group strategy.
- Led human-capital management: recruitment, development, delegation, monitoring and IR issues.
- Strategised and advised recovery plans; ran project management, merchant liaison and competitor analysis.

Divisional Ops Manager — Group Cellular · Edcon

08/2015 – 03/2016

South Africa · R3 billion turnover · 8 Cellular Operations Managers nationally

- Created the cellular strategy aligned to the group's footprint-growth agenda, including new venture development.
- Rolled out We Connect Cellular stores as required by the Group
- On-boarded new suppliers into the Edcon way of work; negotiated and signed off supplier SLAs (Re-Ware) to facilitate product rollout.
- Introduced the first preowned cellular concept in Edgars stores.
- Refined the sales-support processes to ensure store profitability, including the Commission Structure Project.
- Led divisional financial management, HR and operations with full strategic alignment to chain and group.

Regional Ops Manager / Acting Divisional Ops Manager · Edcon

04/2012 – 07/2015

South Africa · R600 million turnover · 75 stores · 402 staff

- Managed 5 Regional Operations Managers across South Africa, covering 75 stores and a total staff complement of 402.
- Co-ordinated the opening of 14 new Edgars Active stores in line with the group's footprint-expansion and new-business strategy.
- Headed up cellular operations division and implementation across the entire chain of 148 stores.
- Refined the sales-support processes to protect store profitability (Commission Structure Project), recovery planning, project management, merchant liaison and competitor analysis.

Area Manager · The Foschini Group (TFG)

06/2010 – 04/2012

Gauteng · R392 million turnover · 13 stores

- Managed area budget, performance management, and 13 store managers.
- Trained and coached store managers; managed sales-support processes to ensure store profitability.
- Met business and sales targets, monitored area results, strategised recovery plans, and delivered weekly and monthly reporting.

Area Manager · Luxottica t/a Sunglass Hut SA

05/2008 – 05/2010

Gauteng · R145 million turnover · 22 stores

- Managed area budget, performance management, and 22 store managers across the region.
- Integrated Oakley and independent sunglass stores in the Eastern Cape.
- Trained and coached store managers; managed sales-support processes to ensure store profitability.
- Met business and sales targets, monitored area results, and delivered weekly and monthly reporting.

Flagship Branch Manager · Real People

05/2007 – 05/2008

Randburg · R11.8 million turnover

- Built and managed the flagship branch end to end staff management, daily controls and cash management, client satisfaction, monthly and daily reporting, and consistent reporting structures across all branches in the region.

Flagship Branch Manager · Virgin Mobile South Africa

05/2006 – 05/2007

Eastgate · R8.4 million turnover

- Managed staff and resource planning, the control environment (stock, cash, suppliers), client and supplier relationships, sales and distribution, stock assortment and replenishment, visual merchandising, monthly operational and financial reporting, and channel support to the IT division (Single View, WPRO, Retail Office).

Manager · Toti Liquors (Family-owned business)

01/2002 – 05/2006

Durban · R5.1 million turnover

- Daily running of the business and staff management.

Manager · Café Nescafe (Family-owned business)

01/2001 – 01/2002

Durban · R3.8 million turnover

- Opened and managed the branch, hired staff, negotiated with suppliers.
- Managed operations, financial and strategic business initiatives, and staff.

Manager · Camelot Supermarket (Family-owned business)

02/1997 – 01/2001

Durban · R1.8 million turnover

- Managed staff and the day-to-day running of the business.

Education & Credentials

2019 · AQF / NQF LEVEL 9

Master of Business Administration (MBA)

Australian Institute of Business

2018 · NQF LEVEL 8

Graduate Diploma in Management (GDM)

Australian Institute of Business

Corporate Governance · Financial Management · Strategic Management · Consumer Behaviour

2017 · NQF LEVEL 8

Graduate Certificate in Management (GCM)

Australian Institute of Business

Marketing Management · Strategic HR · Leadership · Operations Management

2013 · NQF LEVEL 6

Retail Management Development Programme (RMDP)

University of Pretoria · W&RSETA

Leadership & Research · Supply Chain · Strategy Development & Implementation

1999

Diploma: Bookkeeping

Damelin College

1996

Matric (Higher Grade)

Additional Information

Languages: English, Afrikaans, Zulu (basic) **Driver's Licence:** Code 08

References available on request.