

Address: ABC Mall, Kuwait.
Mobile: 0965 – 66666666 Email: abc123@yahoo.com

PHOTO

Energetic, results-oriented Store Manager with over 13 years' experience in retail sales, customer service, merchandising, inventory control and personnel management. Self-directed sales professional who takes pride in maintaining the highest ethical standards at all times. Inspire loyalty, team commitment, workforce diversity, quality performance, and compliance with organizational directives. **Seeking** a position as **Retail Merchandiser** in a progressive company.

SKILLS SUMMARY

- Product Knowledge
- Promotions
- Sales/Advertising
- Training
- Record Keeping
- Quality focus
- Inventory Control
- Retail Procedures
- Customer Relations
- Reporting Skills
- Visual & Retail Merchandising
- Sales Forecasting
- Business Development
- Operations
- Competitive Analysis

CAPABILITIES

- ❖ **Analyze, Plan, Implement** and employ proactive management, strong leadership techniques and people management skills to generate accomplishment-driven workplace environment.
- ❖ **Work efficiently** and effectively as self-starter in busy environment handling multiple tasks simultaneously; Practical and objective; Able to identify and resolve problems.
- ❖ **Comprehensive** presentation, negotiation skills to generate sales by providing point-of-purchase and shelf management services.
- ❖ **Effective** communication and interpersonal strengths, combined with strong planning and negotiating expertise, dedicated team player with a high degree of professional integrity and participative management approach.
- ❖ **Update** job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- ❖ **Enhance** merchandising and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- ❖ **Ensure customer satisfaction and retention** through Strategic Business Planning, Client Relationship Management and by implementing client specific procedures & standards. Manage difficult or emotional customer situations, and respond promptly and efficiently to customer requests for quality service and assistance.
- ❖ **Computer skills:** Diploma in Computer Applications.

EXPERIENCE

Store Manager - XYZ Mall, Kuwait

Sept 10 to present

- ❖ **The company** was founded in 1919. The retail division operates over 100 stores in 5 countries and deals in product sales that include: home appliances, luggage, footwear, tobacco, print media and writing instruments.
- ❖ **Manage and oversee** the store operations and functions of 13 subordinates including Asst. Sales Manager, Supervisors and sales personnel for the sale of Clarks Brand leather footwear, bags and accessories. Report to the Brand Manager.
- ❖ **Maintain** good relationship with customers & subordinates. Answer questions, respond to special requests & describe product features.

- ❖ **Ensure** the proper maintenance of store shelves by observing displays of company products; removing damaged or freshness-dated products; tidying store shelves; providing optimum display of products.
- ❖ **Maintain** daily inventory of around KWD 37955 by restocking shelves with products from inventory; observing inventory levels; prompting store management to reorder when levels appear low; arranging for return and credit for damaged products.
- ❖ **Enhance** sales by setting-up displays; checking daily on special promotions; observing customer reaction to special promotions; forwarding observations to management; removing promotions at end of special promotion period.

Achievements:

- ❖ **Achieved sales** of KWD 146964.93 against Annual target (2013-2014) of KWD Rs 131218.69.
- ❖ **Enhanced sales** of slow moving products annually by 10 to 20% through special promotions.

Dept. In Charge & Head Cashier (Ladies Footwear) – ABC Fashions, Kuwait Apr 07 to Aug 10

- ❖ **ABC** is a leading fashion retailer in UK and other European countries diverted its presence in the Arabian Gulf and in the Middle East. One stop shop for Kids, Teenagers and Adults for casual and Party wear merchandise including fashion garments, footwear, accessories and related products.
- ❖ **Led and directed** the functions of 3 sales persons. Reported to the Store Manager.
- ❖ **Conducted** research, prepared statistical reports, handled information requests, and performed clerical functions such as preparing correspondence and liaison with Mall Management.
- ❖ **Prepared** Daily Banking and Petty Cash Control reports.
- ❖ **Conducted** checks and reconciled records with appropriate inventory listings; periodic Stock Takes and Inventory checks and reported discrepancies. Analyzed and consolidated both sales and stock reports.

PREVIOUS EXPERIENCE

Senior Sales (Shoe Mart) - XYZ Co., Kuwait	June 04 to April 07
Supervisor - ABC Mall, Hyderabad	Aug 03 to May 04
Supervisor - ABC World, Hyderabad	Jan 01 to July 03

PROFESSIONAL TRAININGS

Successfully completed SWOT analysis, E-Business writing, People management skills from Dubai

EDUCATION

Pursuing E-MBA in Operations Management	Dec 2014
Bachelor of Arts (Political Science) - XYZ University, India	1999

PERSONAL DETAILS

Date of Birth : -----	Nationality : -----
Marital Status : -----	Languages known : -----

REFERENCES - Available upon request.