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A passionate, positive team player who is driven to achieve the highest possible standards. Prepared to work long hours to get the job done and having a proven ability and desire to work within a fast-paced and changing retail environment. Focused on having high standards of presentation and pm reducing cost and driving sales performance to ensure maximum profits. Managing teams to deliver KPI's and compliance throughout the operation, as well as delivering excellent standards of customer service.

***Summary***

* Successfully managed a complex store refit programme whilst maintaining excellent customer service and sales, results through high team motivation and loyalty
* Significantly improved absence results and staff turnover, reducing staff turnover 30% to 3% and absence from 10% to less than 1%. This was achieved, through improving staff communication systems, introducing absence procedures and through developing team morale.
* Achieved consistent high mystery shopper results of 90%, being rewarded with the responsibility of are customer service champion

***Achievements***

**APRIL** 2009 – D**EC** 20**11** **SUPERDRUGS (A.S WATSON GROUP - LONDON)**

***Career***

***Career***

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| **TEAM LEADER** | **April 2009 – March 2010** |
| **COMPANY NAME** | |

* Undertake retail and customer service activities and exceed sales targets, profitability and customer satisfaction in conjunction with the Retail Store Manager
* Develop and deliver new and innovative merchandising ideas to ensure customer satisfaction is achieved.
* Manage cash and payment systems in accordance with company procedures and policies, at all times with staff and customer safety as the uppermost priority.
* Plan and implement shop merchandising, layout and customer traffic flow for customer satisfaction in appearance and image.
* Maintain health and safety, security, and emergency systems, capabilities of staff and customer awareness, according to company policy and relevant law as directed

**APRIL 2009 – DEC 2012**  **KFC (SCOTCO RESTURANT – LONDON)**

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| **TEAM LEADER** | **April 2009 – March 2010** |
| **COMPANY NAME** | |

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| Responsible for ensuring that the store is fully operational for the start of the business day, for example by taking responsibility for opening up, preparing tills, stock checks, setting out the store and securing the store at the end of the day. |

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| * Taking order (by suggestion & up selling) of customers and input to POS system correctly * Taking responsibility for the business performance of the restaurant. |
| * Respond to customers enquires or comments to their satisfaction, relate to Manager whole issue even no following up is needed * Coordinating the entire operation of the restaurant during scheduled shifts |
| * Assist to serve food & beverage items that customers order and provide correct condiments with detail explanations * Recruiting, training and motivating staff. |

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| **SUPERVISOR** | **NOV 2011 – APRIL 2013** |
| **COMPANY NAME** | **TESCO SUPERMARKET - LONDON** |
| Responsible for ensuring that the store is fully operational for the start of the business day, for example by taking responsibility for opening up, preparing tills, stock checks, setting out the store and securing the store at the end of the day. | |

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| * Setting individual team member targets which align to store targets. |
| * Continually seeking ways of increasing customer loyalty, retention, satisfaction & spend. * Driving sales and KPI performance to ensure maximum profitability. * Effectively managing staff members. |
| * Using information technology to record sales figures. |
| * Delivering daily team briefings. |
| * Monitoring competitor activity and local trading patterns. * Delegating tasks effectively and appropriately to create self-managing teams. * Conducting observations and performance reviews and providing developmental feedback. * Liaising with the company Human Resources department in the recruitment of employees. * Collecting and analysing sales figures. * Making sure that all cash and stock handling procedures are followed in line with audit and security requirements. * Undertaking risk assessments of the work place and arranging for the testing of fire drills emergency evacuation procedures. * Dealing professionally and courteously with all customer complaints or queries. * Ensuring that all stock levels are constantly maintained and that there are no shortages. * Choosing which retail lines to offer for promotion. * Deciding on the layout of the shop floor. * Implementing and maintaining controls to ensure effective cost management of the store. |

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| **SALES MANAGER** | **MAY 2013 – FEB 2014** |
| **COMPANY NAME** | **IMRAN TRADING (PVT)LTD** |
| Responsible for ensuring that the store is fully operational for every day, for example by taking responsibility for decisions, stock checks, responsible for every aspect of the day-to-day supervision of retail outlets, including sales, staff and resources management. | |

* managing and motivating a team to increase sales and ensure efficiency;
* managing stock levels and making key decisions about stock control;
* analysing sales figures and forecasting future sales ;
* analysing and interpreting trends to facilitate planning;
* using information technology to record sales figures, for data analysis
* dealing with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as organising training and development;
* ensuring standards for quality, customer service and health and safety are met;
* resolving health and safety, legal and security issues;
* responding to customer complaints and comments;
* organizing special promotions, displays and events;
* attending and chairing meetings;
* updating colleagues on business performance, new initiatives and other pertinent issues;
* touring the sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues;
* maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing;
* initiating changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market;
* promoting the organization locally by liaising with local schools, newspapers and the community in general.

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| **BUSINESS DEVELOPMENT EXECUTIVE** | **FEB 2014 – SEP 2014** |
| **COMPANY NAME** | **NAWALOKA HOSPITAL – COLOMBO** |
| Responsible for ensuring that the hospital is fully operational for every day, for example by taking responsibility for decisions, preparing consultants rooms, stock checks, reservation rooms and marketing plans. | |

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| * Public relation work |
| * Room reservation * Maintain relations ship with consultants and patients * Effectively managing staff members. |
| * Using information technology to create future business plans |
| * Delivering consultants needs |
| * Monitoring competitor activities. * Achieving management targets * Conducting hospital day to day function situation. * Collecting and analysing hospital total admissions, channels and services * Auditing and statistics * Taking emergency decisions in hospital regarding patients. * Dealing professionally and courteously with all customer complaints or queries. * Ensuring that all stock levels are constantly maintained and that there are no shortages. * Create new future clinic packages and business development programmes. * Deciding on the layout of the hospital appearance. * Implementing and maintaining controls to ensure effective cost management of the store. |

### International University of America -London 2012 BBA (Business Management)

### International English programme TOEIC ETS – London 2012

**Diploma in Information Technology - London 2010**

**Diploma in Business Management – London 2009**

**Microsoft Certified Professional –Esoft – Sri Lanka 2007**

***Academic***

 Reading, Traveling, internet browsing, Graphic Designing, Web Designing

***Interests***