Syed

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Syed **MH** is an Ambitious Sales Manager who has a long track record of exceeding set target.

**Personal Summary**

An adaptable and responsible graduate seeking a Mid-level position in public relations which will utilize the organizational and communication skills development. During my degree I successfully combined my studies with work and other commitments showing myself to be self-motivated, organized and capable of working under pressure. I have a clear, logical mind with a practical approach to problem solving and a drive to see things through to completion. I enjoy working on my own initiative or in a team. In short, I am reliable, trustworthy, hardworking and eager to learn and have a genuine interest in PR.

**Key Skills:**

* Communication
* Positive
* Pro-active
* Leadership
* Teamwork
* Initiative
* Decision Making
* Customer Service

**Professional Summary**

**Thirteen years** of successful sales and marketing support experience.

Managing teams to deliver KPI's and compliance throughout the operation, as well as delivering excellent standards of customer service.

Proactive team-player with an extensive experience in handling the demands of a high volume retail setting. Highly experienced in handling market share growth and sales analysis activities with a great focus on providing exceptional leadership.

Below is my retail experience of 13 years which was completed with full of motivation and concentration which resulted with loads of Management skills, Product knowledge, customer service & etc.…

**Employment History**

**Al Futtaim Watches & Jewelry**

** Al Futtaim group LLC**

**Store Manager – Since June 2008 till date**

**Responsibilities:**

* Driving and maximizing sales and profitability of the store to achieve growth.
* Attend Monthly Deployment meetings with ROM and discuss the strategies of showroom Health.
* Monitoring Store KPI’s and working on conversions rate.
* Prepare Daily, Weekly & Monthly reports and address the progress to the Line Manager.
* Monitor In/Out bound stocks and clear the pending deliveries as per the SOP of company.
* Conduct a Monthly and Annual Inventory Qty and Value wise as per the system.
* Implement the company’s SOP (Standard operating Procedure) on staffs Grooming documents preparation, Cash handling, Stocks, Customer Service and all store operations.
* Monitoring store profit & Loss according the Sales, Gross Margins, Petty Cash.
* Conduct Daily, Weekly and monthly Team Briefing with staff and motivate them with their Store Individual, Monthly and Brand Targets.
* Manage staff Schedule as per the business requirement and evaluate their yearly performance.
* Monitoring and review staff and store performance on a regular basis.
* Organizing, preparing and arranging promotional materials and displays.
* Maintaining accurate statistical and financial records.
* Creating a combination of real value for money and outstanding customer service.
* Conducting Monthly one on one, Mid-Year and yearly appraisal of staffs.

**Mukesh Infoserve Pvt. Ltd.**

**(A Premium partners of Hewlett Packed (HP))**

From Sept 2006 till Feb 2008

**Responsibilities**

* Maximizing sales through effective merchandising
* Meeting clients and closing deals of both Home & Commercial PC’s.
* Monitoring Profit & Loss of the company.
* Merchandizing the updated and new coming IT Gadgets and PC’s
* Programming, Installing and Updating the new PC’s and Laptops.
* Preparation of Market activities report.
* Inventory Management
* Analyzing and overview market condition.

**Stone ‘N’ Strings Jewelry (Fashion Jewelry)**

Retail Sales Representative (Shift Time Job)

From Oct 2004 till Aug 2006

**Responsibilities**

* Customer Service and ensuring an excellent shopping experience for the customer.
* Developing sales plan to achieve the target.
* Ordering & Displaying the Jewelry as per the season.
* Prepare Monthly reports and reporting to Line Manager.
* Attend monthly meetings and share the strategies of market and competitors.

**Achievements**

* Awarded as Feather in the CAP Aug 2012
* Awarded for achieving Raymond Weil target 2014
* 95% Scoring in Dubai Service Excellence Services (DSES).

**Computer Skills**

**MS Office \*\*\*\***

**SAP \*\*\***

**Retail Pro \*\*\***

Adobe Photoshop /Adobe Illustrator / Windows 10\*

**Expertise In:**

**Targets** – Motivating team on daily basis and conduct one to one meeting with every one and motivate them to achieve their individual goal.

**Merchandizing** – Taking care of displays on every now and then moves and ensure that the products are placed on 100% tidy place with no dust and no finger impressions. Daily Pricing and replenish back to back. Coach the team to understand the standards of display by grouping, collections, color and range wise.

**Documentation** – Ensuring all the documents are up to date as per company SOP for internal or group audit checks. Preparing daily checklist and ensuring that the shop floor is 100% risk free and up to the standards.

**Staff Training** – Giving the best grooming tips and Give the staff the best knowledge of Product and System. To make them understand the SOP of the company and deliver the best customer service by giving them the CALM training every day.

**Trainings**

**Certified** – Trained for Effective Leadership for Supervisor Workshop.

**Certified** – Customer Service training and Handling difficult customers.

**Certified** – In Product Knowledge in introducing the Watches.

**Certified** – **SEIKO and ALBA technical training.**

**Certified** – Trained for Microsoft Excel of Level 2 & 3.

**Academic - Chronicle**

**Bachelor in Science**

**Visual Communication**

(2003 – 2006)

**Languages**

**English** – Fluent in Speaking, Writing & Reading

**Hindi** – Fluent in Speaking, Writing & Reading

**Urdu** – Fluent in Speaking

**Tamil** – Fluent in Speaking

**Arabic** – Basic Level