****

Awards

Best store of the year Rivoli Stores

2010

Best Team Award,

Rivoli stores-2011, 2012

Letter of Appreciation – Mystery Customer Report

**Ishthiyaq**

[**Ishthiyaq.317703@2freemail.com**](mailto:Ishthiyaq.317703@2freemail.com)

**Retail Store Supervisor**

* **Rivoli Group – Store In-Charge -** 9-year career with Rivoli Group Luxury retailers has been distinguished by accelerated advancement, awards and goal surpassing performance-to-plan.
* **Successful in both startup and turnaround management roles —** have propelled stores to #1 in sales and customer satisfaction district-wide while simultaneously lowering shrink and staff turnover to all-time lows.
* **Comprehensive background leading all aspects of retail operations**

(e.g., Merchandising, sales, customer service, inventory, personnel and payroll management) reinforced by extensive retail management training.

**Key Skills**

* Retail Store Operations
* Customer Service Excellence
* Teambuilding/Training/Supervision
* Inventory Management
* Merchandising Strategies
* Budgeting & Cost Controls

**Experience**

**RIVOLI GROUP (2007 to Present)**

***Leading Luxury retailer in Gulf region.***

**Store Supervisor**, 2012 to Present

**Senior sales associate**, 2010 to 2011

**Sales associate**, 2007 to 2009

Promoted to oversee startup and daily operations for new Rivoli Stores. Manage a 1 million, 6-employee in Rivoli store (Luxury brand of watches, Jewelries, Writing Instruments and Leathers); enforce sound merchandising and loss control strategies; execute corporate programs, promotions and policies; and drive optimal customer satisfaction.

***Key Results:***

•Led startup and grand opening of new Shops.Exceeded sales and profit goals by up to 20% and 30%, respectively, from first year of opening and in each ensuing year.

• Dealing with prestige watch brands, writing instrument, leather and eye wear. (E.g. – Omega, Longines, Rado, Tissot, Mont Blanc, Cketc.)

• Identifying prospective customers and effective presentation of the products by following the RETAIL technique.

Available for Relocation

• Customer services with best oriented sales.

• In-depth knowledge of the products and service provided.

**Experience** (Continued)

****

**HypercityRetail (INDIA) Ltd, Mumbai (2005 to 2007)**

**Leading Multibrand stores in India.**

**Sales Associate** (Multimedia Department,), 2005 to 2007.

• Dealing with high reputed electronic brands.(Samsung, Sony, Motorola, Nokia & iPod Products.

• Merchandise stocks to captivate the attention of the customers.

• Handling of marketing strategies to increase the sales and keeping an eye on competitors.

• Valuing the customers by bringing-up the best quality and integrity of the products.

•Dealing with customers and high level sales target within the strict deadlines.

• Maintain and provided the report about the movement of the stocks.

• Follow up with the customers about the new arrivals of the products.

• Update the promotions and offers to the customers.

• Follow up with after sale services, leading team, and information of new arrivals in market.

**Education**

•Successfully passed the S.S.C examination in 2000.

•Successfully passed the H.S.C examination in 2002.

•Appeared for B.com examination in 2005.

**Technology & Language Proficiencies**

Computers: MS Office (Word, Excel, PowerPoint); POS & Inventory Systems

English Typing 30 W.P.M Certificate.

Language: Fluent in English, Hindi, and Marathi andArabic- Basic

**Personal Details**

Date of Birth - 21.04.1982

Nationality - India

Gender - Male

Marital status - Married