****

Greetings,

It gives me great pleasure to introduce myself as a motivated, committed and a hard working individual seeking new challenges in Retail. I am presently employed with NEWLOOK, part of Landmark International L.L.C as Store manager

I am a proficient Retail Professional with over 17 years + of experience to offer you. I have gained extensive knowledge of the whole gamut of Retail Operations – Commercial Management, Stock Management, Customer Service, Training and People Development. Driven by the passion to excel, I have effectively contributed to maximising sales.

I am confident that with my all-round hands-on experience in Commercial Management – Fashion, I am geared to take up challenging positions, which not only require total commitment but also expertise, initiative and result-oriented dynamism. I am a self-starter, but believe that success is a team result. I am a good team player with good people skills and excellent communication & interpersonal skills.

I enclose my resume as a first step in exploring the possibilities of employment with your organisation.

I would appreciate your keeping this inquiry confidential. Thank you for your consideration.

I look forward to be a part of your esteemed organisation.

Sincerely Yours,

Irfan

Objective

Exploring career progression opportunities with full of challenges in a leading organisation where I can utilize my retail skills and Leadership qualities to make a tangible contribution to the growth and profitability of the organisation.

Career Summary

Excellent Retail background with over 17 years experience in the following areas:

|  |  |
| --- | --- |
| * Retail Operations
 | * Staff Development & Training
 |
| * Commercial Management
 | * Achieving Business Targets
 |
| * Quality Customer Service
 | * Commercial Reports
 |
| * Merchandising & Visual Display
 | * Stock loss Prevention
 |
| * Health & Safety
 |  |

Professional Experience

**Store Manager : Newlook Battuta Mall**

 **Trading space: 15500 Sq.feet**

 **Total Staffing: 20**

 **Landmark International. L.L.C**

 **August,2015 To October ,2016**

**Store Manager : Newlook Deira City Centre**

 **Trading space: 12200 Sq.feet**

 **Total Staffing: 28**

 **Landmark International. L.L.C**

 **March,2013 To August,2015**

**Store Manager : Newlook Sharjah City Centre**

 **Trading space: 9359 Sq.Feet**

 **Total Staffing: 12**

 **Landmark International. L.L.C**

 **May,2012 To Date Febuary,2013**

**Store Manager : Newlook Mirdiff City Centre**

 **Trading space: 11913 Sq.Feet**

 **Total Staffing: 19**

 **Landmark International. L.L.C**

 **November 22, 2011- January 01, 2012**

**Assistant Manager : Newlook Arabian Centre (New)**

 **Trading space: 9517 Sq.Feet**

 **Total Staffing: 10**

 **Landmark International. L.L.C**

 **July 01, 2011- November 21, 2011**

**Assistant Manager : New look Deira City Centre (New)**

 **Trading space: 1400 Sq.Meter**

 **Total Staffing: 45**

 **Landmark International. L.L.C**

 **January 15, 2011- June 30, 2011**

 **Mothercare Region: Al Shaya Trading Co. L.L.C**

 **July 01, 2008 to Sep 11, 2010**

 **Store Manager : Mothercare Deira City Centre (New)**

 **Trading space: 341Sq.Meter**

 **Total Staffing: 18**

 **Al-Shaya Trading Co. L.L.C**

 **September 03, 2007- June 30, 2008**

 **Store Manager : Mothercare Mall of Emirates 1 & 2**

 **Trading space: 362 Sq.Meter**

 **Total Staffing: 15**

 **Al-Shaya Trading Co. L.L.C**

 **February 21, 2007- September 02, 2007**

 **Store Manager : Mothercare Sahara Centre**

 **Trading Space: 335 Sq. Meter**

 **Total Staffing: 11**

 **Al-Shaya Trading Co. L.L.C**

 **December 27, 2003-Febuary 20, 2007**

 **Store Manager : Claire’s Accessories Deira City Centre**

 **Trading Space: 89 Sq, Meter**

 **Total Staffing: 6**

###  Al-Shaya Trading . Co L.L.C

###  April 31, 2003 –December 26, 2003

 **Assist. Store Manager : Mothercare Deira City Centre**

 **Trading Space: 405 Sq.Meter**

 **Total Staffing: 19**

###  Al-Shaya Trading . Co L.L.C

 **April 1, 2002 – April 30, 2003**

 **Assist. Store Manager : Mothercare Lamcy Plaza**

 **Al-Shaya Trading. Co. L.L.C**

 **Trading Space: 180 Sq.Meter**

 **Total Staffing: 6**

###  September 15, 2001-March 31, 2001

 **Visual merchandiser : Mothercare burjuman centre**

 **Al-Shaya trading Co l.l.c**

 **Trading Space: 196 Sq.Meter**

 **Total Staffing: 9**

 **August 01, 2000-September 14, 2001**

 Principal Accountabilities

**Merchandise:** To liase with the merchandising team to ensure departments are adequately stocked with all available merchandise. Suggest/feedback on merchandise suitability for the local market.

**Customer Service:** To ensure high standards of customer service is delivered by the entire team to both external and internal customers.

**Store Standards:** To ensure that shops are well presented and merchandised to the highest of standards at all times. To also ensure that stockrooms, and store offices are run efficiently and kept as clean and tidy as possible.

**Merchandising** – Advising, helping the sales floor staff to display new merchandise and regular re-merchandising of stock. Initiating commercial moves of sub departments based on the season / market requirement. Making necessary changes in levels of stock based on the various commercial reports generated through the unique 'Stock Management System'

**Promotions & Events**: Planning and executing various events – Mega Promotions, 'SALE', Festive seasons, Seasonal Launches, Back to School etc.

**Stock Loss**: Taking various steps to prevent stock loss using stock loss action plan, doing regular stock accuracy checks, and educating staff.

**Personnel**: Maintaining adequate staff covers for various tasks and advising the Personnel department accordingly.

**Training & Development:** To ensure that all staff are fully trained and developed in order to carry out their duties according to agreed policies and procedures in relation to the operation of tills, customer service, merchandising etc. and that they perform tasks accurately, efficiently and flexibly as possible.

**Health & Safety**: Ensure the health & safety policies and procedures are followed in-store.

**Sales Associate : Mothercare burjuman centre**

 **Al-shaya trading. Co.L.L.C**

 **August 16, 1996-july 30-2000**

Responsibilities

Implementing highest customer service standards.

Maximising sales by demonstrating excellent selling skills and product knowledge.

Providing friendly and efficient customer service at the Till point following correct company procedures.

Seminars / Training / Workshops

|  |  |
| --- | --- |
| * Management Skills Training ( Alshaya )
 | * Train the Trainer – Kuwait ( Al Shaya )
 |
| * Profit Management Training ( Al Shaya )
 | * Disciplinary Training ( Al Shaya )
 |
| * Loss Prevention Training ( Al Shaya )
 | * 4 week management Training ( Al Shaya )
 |
| * Performance Appraisals ( Al Shaya )
 | * 1 day training for customer

 service ( Burjuman Centre )  |

|  |  |
| --- | --- |
| * Induction Training ( landmark )
 | * Time Management skills ( Landmark )
 |
| * Presentation Skills Training ( Landmark )
 | * Ideal Store Training ( Landmark )
 |

Computer skills

MS-Windows/Words/Excel

Knowledge in using EUDORA / OUTLOOK and LOTUS

Personal Achievements

* Have received abcd badge twice for my services (ABOVE AND BEYOND THE CALL OF DUTy)
* mothercare sahara centre was RANKED 3 HIGEST SALES FOR 2003/2004
* mothercare SAHARA CENTRE WAS RANKED IN AMONG 10 HIGEST TURNOVER STORES FOR 2004/2005
* MOTHERCARE SAHARA CENTRE WAS RANKED IN AMONG TOP 5 STORES IN MIDDLE EAST FOR LFL SALES 2005/2006
* handling 2 top turnover stores of mothercare in mall of emirates
* mothercare sahara centre acvieved 89.99 % during internal auditing in store during 2006
* mothercare mall of emirtes ranked as 1 across uae in period to date sales
* received 2 times praise rewards for best store manager for being peoples person and staff development – nominated by the store staffs
* number 1 store across all 55 stores in lmi for best conversion
* worked in top flagship stores of newlook inuae like dcc , mcc , dubai mall and battuta for a period to improve store sales
* worked hard to maintain a good lowest stockloss % across newlook brand which was 0.15 **%**

Education

* Have completed High School and Bachelors Degree in Arts , Karachi

Personal Information

 Date of Birth : 17th September 1975

####  Sex : Male

####  Nationality : Pakistani

 Marital Status : Married

 E-mail : irfan.324293@2freemail.com

Languages

English, urdu

Driving License

Valid UAE Driving License since 1997

Reference

References will be provided upon request