**JOHAN**

**JOHAN.324812@2freemail.com** ****

**OPERATIONS MANAGER**

*Brand Development | Retail Operations | Area Management*

* **Auspicious, imaginative and highly skilled Professional with** 12 years’ progressive experience in

retail and sales; proven track record in delivering exceptional services.

* **Aspiring to pursue career opportunities in Retail and Management Field** as a **Manager** within high profile organization who rewards hard work and appreciates ability and loyalty.
* **Competent to efficiently manage the** Logistic Manager (Supply Chain), Marketing Manager, Buyer and the VM Manager, as well as oversee and execute the activities related to finance, human resources and IT.
* **Conversant with coordinating** **the** store operations through team building and motivation, and executing operational controls, policies, procedures and communications to integrate corporate cultures.
* **Demonstrate excellent interpersonal and communication abilities** as flexible with a keen eye for details, skilled at implementing key programs and processes to drive operational, productivity, and revenue goals.

**AREAS OF STRENGTH AND EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * **Customer Service**
* **Strategic Planning**
* **Team Leadership**
 | * **Process Improvements**
* **People/** **P&L Management**
* **Salesmanship & Ownership**
 | * **General Business**
* **IT/ Managerial Skills**
* **Languages: English, Swedish**
 |

**PROFESSIONAL EXPERIENCE**

**Clas Ohlson, Dubai, UAE** 2014 to Present

*Clas Ohlson is a Swedish hardware store chain and mail-order firm that specialises in hardware, home, leisure, electrical and multimedia products. With around 15,000 different items it is the most popular brand in Scandinavia and operates over 200 stores in Sweden, Norway, Finland, the United Kingdom, Germany and UAE.*

***Operations Manager***

Define brands’ business strategies and objectives with global and local economic projections and trends. Set business calendar, campaigns, events and promotions. Identify talent and work out succession plans for growth and development within network; approve OTB (buying plan) and marketing plan, and set KPIs and targets. Create action plans, lead the commercial team, follow up on performance, and represent the organisation in board meetings.

***Key Accomplishments:***

* Established brands’ annual sales, cost budget and brand P&L by improving bottom line by 26% in 2016; augmented 12% sales, and boosted efficiency in marketing, supply chain and staffing.
* Appraised and developed store layout through sales analysis, trends and customer flow to discover potential category winners, which resulted in recent change increase sales over 20% in rebuilt department.
* Improved host brands’ visual concept to beat local markets expectations and developed product range with adaptations for sales growth; enhanced customer offer, and maximised total sales 15% from local range

**Clas Ohlson, Stockholm, Sweden** 2012 to 2014

***Store Manager***

Appraised and directed store operations through dynamic leadership, team building and motivation to keep staff confident in salesmanship and ownership. Examined staff performance to meet KPI’s targets, and accomplished annual appraisals; trained store staff in sales techniques and product knowledge, as well as set annual sales and cost budget. Followed visual merchandising principals and guidelines through coaching on shop floor, in addition met store logistics and stock levels through order management, phase in/phase out and stock takes.

***Key Accomplishments:***

* Achieved store’s profit growth by 10% and sales growth by 5%, successfully developed two sales managers into store managers, and managed two stores simultaneously for two months.
* Increased customer satisfaction from 70 to 90% (mystery shopper and exit interviews), and improved store’s staff motivation and work spirit from 60 to 80% (co-worker satisfaction survey).
* Recommended by management to represent Clas Ohlson in franchise operations within GCC.

**Clas Ohlson, Stockholm, Sweden** 2006 to 2012

***Sales Manager***

Drove sales by leading and motivating store staff in sales by delivering excellent customer service; built annual working schedule, executed all cash office procedures, and organised sales staff daily priorities. Efficiently implemented campaigns, followed company guidelines, and attained the sales mix target.

***Key Accomplishments:***

* Optimized annual working schedule for 45 sales staff and led the team to win country based

sales competitions.

* Served as the Sales Manager in two stores, completed various complex projects in the UK and Sweden (the most successful store opening by turnover in the Clas Ohlsons history till date).

**PERSONAL**

* Leadership, Team Work and Communication course – Thomas International 2014
* Feedback and Conflict course – Tomas International 2013
* Change and Performance Management course – Tomas International 2013
* Skills in MS Office and MS Navision (Reporting System)
* Swedish Passport
* U.A.E driving licence
* Captain in my football team 2007-2010
* Interests: Sports, Technology, Fashion, Watches and Traveling