***Valentin***

**General Store Manager**

**PERSONAL SUMMARY**

An ambitious, creative and highly motivated individual, who has a passion for the retail industry and an uncompromising commitment to quality and outstanding customer service. Having a proven track record of maximising retail sales by providing an enjoyable shopping

experience for customers, and a comprehensive management, planning and support service to all retail staff. Able to create a unique experience for customers by giving them easy access and guidance to all store department from beginning to end.

I am currently looking for a managerial position and a career advancement opportunity with a company that will not only challenge me professionally but will also allow me to develop my knowledge and potential still further.

**GENERAL STORE MANAGER April 2014 – May 2016**

Responsible for managing the day-to-day operation of the store, as well as setting customer service standards, and launching initiatives to hit sales targets. As well as developing and motivating a team of 200 employees, whilst ensuring everyone adheres to company policies and procedures.

• Driving operational, visual and customer service standards in store.• Monitoring and reviewing store performance on a regular daily, weekly and monthly basis.

• Implementing store compliance and health and safety procedures.• Maximising sales through effective merchandising and marketing.• Deciding on store layouts.

• Recognising and rewarding good staff performance.

• Monitoring product availability levels throughout the day and replenish stocks to ensure 100% availability.

• Developing business links within the local community.

• Working with the visual team to manage displays within the store.• Recruiting the right people with the right behaviours in to the right jobs and ensuring they are given access to the right training. • Actively monitoring competitor activity.

• Managing the store profit & loss account within budget.

• Getting feedback and capturing data from customers.

***Metro Cash & Carry - Bucharest, Romania***

**GENERAL STORE MANAGER Nov 2009 – April 2014*Urban SA - Bucharest, Romania***

**COMMERCIAL MANAGER April 2006 – August 2009**

***VP Market NDX - Bucharest, Romania***

**REGIONAL MANAGER July 2004 – March 2006**

***Metro Cash & Carry - Bucharest, Romania***

**GENERAL STORE MANAGER June 2000 – June 2004**

**KEY COMPETENCIES AND SKILLS**

**Retail**

• Quickly responding to customer complaints, requests and comments.

• Brand Integrity and market awareness.

• Developing customer service procedures, policies & standards.• Driving operational, visual and customer service standards in store.• Commercial & Business awareness.

• Abe to come up with new ideas.

• Comprehensive knowledge of all relevant health and safety issues.• Ability to organize & priorities workload within a retail setting.• Always putting the customer first.

• Leadership.

• Team development.

**Managerial**

• Analyzing and researching trends within the retail sector.• Personally ambitious and achievement focused.

• Putting customers at the heart of all decisions.

• Managing stressful situations.

• Able to tactfully deal with difficult customers.

• Enforcing strict rules and regulations in the workplace.

• Clearly communicating corporate information to staff.

• Strong organizational capabilities.

• Selecting, building relationships with and managing suppliers.• Implementing pricing strategies.

**Personal**

• Possessing a professional, focused and understanding attitude towards customers.

• Committed to continuing education and training.

• Ability to respond quickly to emergencies.

• Strong influencing and communication skills.

• Ability to pick up new skills and knowledge quickly.

• Having a flexible attitude and positive approach.

• Ability to concentrate for long periods.

• Responsible attitude & willing to undertake additional professional responsibilities at local, regional or national levels.

• Willing to work evenings, early morning and weekends.

**AREAS OF EXPERTISE**Business Development, Customer Satisfaction, Administration Report Writing,Visual Merchandising, People Management, Retail Marketing, Improving inefficiencies, Operations Management, Retail Logistics, Negotiation, Inventory Management

**PERSONAL SKILLS**Deadline Led, Time Efficient, Decision Making, An Eye for Detail, Excellent Communicator Tactful & Articulate, Problem Solving, Administrative Organizing, Team Player, Conflict Resolution, Professional Mannerisms, Integrity

**ACADEMIC QUALIFICATIONS**

Technical University of Civil Engineering Bucharest

University of Railways, Roads and Bridges - **Master Degree**

REFERENCES – Available on request

**PROFESSIONAL**

**SIM System:** Store of Learning Panda Retail Company-Jeddah/2015

**Focus Communication System**: Store of Learning Panda Retail Company- Jeddah/2014

**Customer Excellence**: House of Training MCC- Paris/2011**Analyzing and Managing Store Performance**: House of Training MCC- Paris/2011**Appealing Store**: House of Training MCC- Paris/2010**Quality Management Expert**: TUV Rheiland/2006

**Mentoring**: AIMS/2004

**Leadership**: AIMS/2003

**LANGUAGES**

Romanian- native

English- proficiencyItalian- proficiency

Arabic- elementary

**CAREER STATEMENT**"I feel that my greatest strengths are firstly my ability to provide effective line management to all the retail staff who I am responsible for and help them to grow noticing their real potential.Secondly, my eye on detail in order to create an attractive store appealing throughout different steps such as: stock management, merchandising and store marketing.Thirdly, my real passion for the retail industry as a whole which allows me helping and improving the customer service in the store, offering a best shopping experience".

Valentin Vlasceanu

**PERSONAL DETAILS**

34G Sorescu Marin St., Tancabesti – Snagov, Ilfov – Romania, CP 077165

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| **Valentin / CV No: 1993176**  New_logo.gif  To buy the contact details of this registered candidate,  send email with your company name and position available to  [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com) or call +971504753686 |