CURRICULAM VITAE

Mohammed

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**PROFILE**

An enthusiastic with good level of intellectual ability, analytical thinking, specializing in Administrative and customer service, I am an excellent motivator and energetic team player the ability to communicate and effectively at all levels. I have a strong managerial, administrative, analytical and customer service skills, with the ability to delegate as and when necessary, coupled with an acute need for organization, detail and accuracy.

**EMPLOYMENT HISTORY**

Name of the Company Position Held Time Period

***Mother care (Alshaya Company) Store Manager Sept 2012 to July2016***

***I worked as a Store Manager in Mother Care at Awtad Mall (Kuwait) for almost***

***4 Years and my responsibility includes.***

* Maintaining the Stock Loss and Reducing the Store Expenses to Achieve Yearly Shrinkage
* To Deliver the Best customer service which helps in increase the sales and to build the confidence and Trust of the customers by giving Extra mile service and resolving their Issues and have been awarded for the best Shoppe Result from the two consecutive years.
* To develop the Team by giving Training and coaching them and developing them to be the feature managers.
* To closely monitor the display standards and Guidelines to maintain the uniformity in all the departments.
* To closely Monitoring the competitors and give the Recommendation and suggestions to the brad for any changes require.
* To strictly follow the Audit Guideline and make sour that all the guidelines are followed by the Team in order to have a smooth functioning of the Admin in the Store.
* To closely monitor the Stock moment in and out of Store to Achieve the Yearly Stock take and to protect the Stock Loss by following the Stock Room management principles.
* Improving the Sales by maintaining the Stock availability in the store and working on best selling lines on weekly basis.
* Communicating with the merchandises and the Brand Team on daily basis for the stock related issues and ordering for any additional option for the best selling lines.
* Conduct Weekly Training to the Team for any Product updates and developing the Techniques which helps in increasing the Sales.
* Communicating with the Operation Team on Daily basis for any stock related issues.
* Closely working on Density Report and make necessary changes with the Approval of Operation for the Low sale generating Department.
* To Set the action plan on weekly basis and setting the Strategy to achieve the Weekly sales targets which helps in Achieving the Monthly and Quarterly Sales Targets.
* To handle the Operation and Brand Visit on weekly basis and update the operation for the changes made in the store and discusses the plan according to the space occupied and Revenue generating by department of achieving the weekly targets.
* To Review Weekly Stock in Hand Report and Monitor closely on Terminal stock and make Necessary arrangement to make the moment of stock in different stores.

***Mother care (Alshaya Company) Asset Manager Feb 2011 to Aug2012***

***I Worked as an Asset Manager in Mother Care at Avenue Mall (Kuwait) for 1Year’s and 6 Months my responsibility includes.***

* Managing one of the Top performing store in Kuwait and the second best performing store in the gulf.
* To maintain the good customer service and sales activity on the floor.
* To conduct a team talk every morning to make them aware about the sales and the target for the day and discuss about the strategy how we will achieve the target.
* To resolve the issue on the floor and to resolve the queries of the customers.
* To prepare the daily manager checklist and daily objective report.
* To work on COMS(customer order management system) for the home delivery process for the customer.
* To communicate with the customer care to make the effective delivery process and to make the stock deliver to customer on time.
* To take care of opening and closing of till on daily basis.
* To take care of banking process and depositing of cash and gift vouchers on daily basis.
* To prepare the weekly Rota for the staff and to maintain Til tracker on daily basis.
* To update the attendance of the staff on MY AEP.
* To handle the store visit in the absence of Manager and to update them about any new stock arrival on the floor.
* To make shore proper merchandising has been done as per the standard and strictly follows the Visual Guidelines.
* To prepare the space management report based on the space occupied by each Department.
* To communicate with the Merchandiser on daily basis about the stock requirement.
* To send the manual request the stock needed for the store and to check emails and any flash updates.
* To closely monitor weekly density report to find which department is performing good and to take the measures for the department which is under performing based on area occupied and the revenue generating by each department.
* To review the weekly sales report and the store performance report to know our performance and try to make it more better.
* To go through with the best seller report and to communicate with the merchandiser for the stock availability in that story.
* To go through with all the financial reports and make it sign in the absence of the manager.
* Transfer the stock from store to store through GFM (Goods flow management system).
* To follow LOP (loss prevention) Procedure to minimise the stock Loss.
* To communicate with the Operation on daily basis for any approvals relating to Finance or any Transfer Issues.

***National Bank Card (USA) Sales and Admin Manager Sept2009 – Sept2010***

 ***Hyderabad . India***

As a Manager for a big organisation my main duties included:

* Supervising, motivating and monitoring team performance.
* Liaising with other line managers and reporting back to senior managers.
* Liaising with Customers (which may include actual selling
* Maintaining detailed knowledge of company’s products and services
* Performing best of organisational skills with effective IT skills i.e. Microsoft office applications especially Word, PowerPoint, Explorer and Excel.
* I have performed flexibility and adaptability to undertake training and learning new skills.

***National Bank Card (USA) Telemarketing Executive March 2008 – August2009***

***(Address: same as above)***

My Job at N.B.C as a Telemarketing Executive involved:

Working towards targets and to strict time scales this enabled me to develop excellent customer service skills which aided me to help customer by resolving their queries.

Carry out general administrative and office tasks including filing, telephone answering, data entry, record keeping, printing etc.

***Fancy Traders Sales Manager Feb 2005 to Dec 2007***

***Wholesale & Retail Business***

As a Sales Manager My Duties were meeting with customers on Day to day basis, Managing Shop, supervising the sales team to implementing sales strategy to maintain and drive business growth.

***Fusion Customer Service and Sales Assistant June 2002-Dec 2004***

***Unit 72***

***Centrale Shopping Centre***

***Croydon CR0 1TQ***

***London U.K***

**I was employed as a customer service and Sales Assistant.**

Reporting to the Retail Manager, the shop Assistant’s role is to provide assistance and excellent

Customer service to customer in store , online shop and other retail initiatives.

**Key Responsibilities**

To ensure the smooth running of the shop, and maintaining the shop standards by:

* Participating in the day-to-day running of the store.
* Keeping the shop and displays clean and tidy at all times and Merchandising the garments to promote business.
* Operating the till and accurately handling cash, and credit/debit cards and Own

Art transactions.

* Respond to orders received from the online shop by processing sales and packaging

Orders.

* Follow cashing up procedures.
* Assist in changing displays of shop stock.
* Assisting with regular stock checks and annual stock takes
* Looking after all aspects of the shop whilst the Retail Manager is away.
* Ensuring all fire exits and escape routes are kept free from obstruction.
* Being vigilant at all times and to help minimize stock loss.
* **2. Customer Service**
* To ensure that excellent customer service is demonstrated at all times by:
* Developing a good knowledge of Shop stock, ensuring that customers are informed

About the work that they have purchased and that the purchase is wrapped securely.

* Informing the public about the work on show in the shop.
* Respond to general customer enquiries received by phone or email and liaising with the

 Managers to resolve day to day queries.

* Work as part of a team with the other members of Dundee Contemporary Arts staff, be
* Aware of what is happening in the rest of the centre and assist the public wherever

Possible.

**EDUCTAION / QUALIFICATIONS**

**Name of College/University Qualification Time Period**

Osmania University Hyderabad Bachelor of Commerce June 1995-1998

 (B.COM) passed with

 First division

Moulana -Azad Junior College Board of Intermediate Education Jun1993-1995

 Secured 65% marks overall.

St Xavier’s High School Secondary School Certificate March 1992.

Hyderabad, India. Achieved Very Good Grades.

**ADDITIONAL SKILLS AND COURSES:**

**Name of College/Institution Qualification Time Period**

***Reckon Computer Education Manual Accounts March 2009 –May 2009***

***Hyderabad,India***

***Deccan Soft Ware Institute Oracle 81 May 2001-July2001***

***Hyderabad, India***

My studies involved in depth to computer software and have successfully completed

***Institute of Practical and Diploma In Computer Accounting MAY 2000-Oct 2000***

***Computer Accounting.(IPCA)***

I passed Computer accounting with good grades and obtained a diploma certificate, My Studies involved accounting packages like FOCUS, TALLY, PITCHTREE and many other similar packages.

***Hardware Computer Comp Hardware Engineering May1999 - Oct1999***

***Institute Hyd, India.***

I have gained an insight of computer technology. I learned the installation of computer and “trouble shooting” which involved tackling and dealing with computer errors and resolving them.

***N.I.I.T Network Centred Computing Sept 1997-Mar1998***

***National Institute Of***

***Information Technology***

***Hyderabad ,India.***

During my studies I mastered the concepts and tools of Quality management, Application development, MS-EXCEL and many more Microsoft applications.

**HOBBIES AND INTERESTS.**

I like listening to music, playing cricket and like working out in Gym to keep my self fit.

**MY STRENGTHS**

I am a confident, punctual and hard working person. I am a keen to learn new things in day to day life.

**Personal Profile:**

Date of Birth: 10th Jan 1977

Marital Status: Married