**MR. ABDUL RAFEEK SHUKKUR**



# **Career Objectives**

**To participate, manage, grow and succeed in a responsible position by utilizing previous work experience and leadership skills through association with a dynamic and progressive work environment.**

**Skills And Strengths**

* **Worked as a SUPERVISOR at Emirates General Petroleum Corporation (*Emarat* ).**
* **Worked as a SUPERVISOR at Abu Dhabi National Oil Company (Adnoc Distribution).**
* **Have ability of managing more than 15 staffs in 1 shift and more than 50 staffs over all**
* **Pleasant personality.**
* **Self –motivated and hard working.**
* **Efficient in customer services.**
* **Strong and passionate to succeed.**
* **Able to work at flexible timings and shifts.**
* **Quick in grasping new areas.**
* **Can work as good team player.**
* **Accomplished of working with sound mind under pressure.**
* **Communicate effectively and co- operatively with all levels.**
* **Outstanding capability to deal with different nationalities.**

## **Duties And Responsibilities**

* **To ensure the highest level of customer service is given and the visual image presented to the customer is accordance to the corporation standard.**
* **Ensure the perfect merchandising and availability of products at all the times and follow the FIFO (first in first out) and Plano gram.**
* **Maintain the highest quality standard of goods and its hygiene.**
* **Handle the Outlet Operation**
* **Manage the Sales team**
* **Ensure the best customer service for all clients**
* **Maintaining Financial Records of Business Transactions.**
* **Controlling Flow of Finance**
* **Performing Bank Related Works**
* **Budget Preparations**
* **Company Asset Management**
* **Cost Management**
* **Responsible for the implementation of SOP (standard operating procedure) of the corporation.**
* **Monitor the daily sales of different areas and ensure to achieve the sales target given by higher management.**
* **Responsible for order purchase of products from the different supplier and forward the invoice details to corporate office.**
* **Handle the customer complaint (if any) & drive the station smoothly.**

**Education & Other Qualification**

* **School Leaving Certificate (S.L.C.) P. R.G.Hr.sec. Board of India (1997).**
* **Having good knowledge of MS word, MS excel and Internet email.**

**Professional Training**

* **Cash register training with ruby VeriFone super system.**
* **Customer service training (guest approach skills,7 step to7 star service, selling and customer service)**
* **Completing training in Merchandising for success and smart seller.**
* **'Basic Food and Hygiene' training conducted by SGS, GULF L.T.D., U.A.E.**
* **Basic firefighting training by Sajaa Gas plant Sharjah- U.A.E.**
* **‘Staff Motivation’ by EMARAT.**
* **Managing conflict in the work place**
* **Asset Management System Training**
* **Performance Management System**
* **ORACLE Training**
* **Octane 2000 POS Training**
* **Career Awareness Program**
* **Product Ordering and Receiving Training**
* **Supervisory Skill Development Program**
* **Retail Sales and Convenience Store Integration Program**
* **Lube change Sales Promotion Program**
* **Customer Service and Complaint Handling Program**
* **Communication Skill Development Program**
* **Safe Work Permit Procedure Program.**
* **Manager Level Good Hygiene Practice Program from SHJ Municipality Food Control.**
* **HSE - Fire Fighting Program by Adnoc Distribution.**

**Work Experiences**

* **2007 To 2014 Emirates General Petroleum Corporation, Dubai, U.A.E.**
* **2014 – To 2016** .
* **Started carrier as a filler through which learned fueling and customer service**
* **Cashier (Ruby VeriFone super system cash register) for one year:**
* **Providing higher level of customer service.**
* **Inventory control.**
* **Maintaining store hygiene.**
* **Merchandiser (for 6 months)**
* **Product order, received & display attractively.**
* **Expiry checking & maintaining hygiene.**
* **Supervises and manages the store operation.**
* **Provide higher level of customer service**
* **Have ability of handling more than 50 staffs with managing eloquent every individual’s appraisal.**
* **Handling customers and complaints of customer by understanding their needs and**

**taking legal action on staff**

* **If required As per SOP by either issuing them warning letter or which leads to termination**
* **Knowledge of convenient store with more than 4000 products (department & category wise)**
* **Following with suppliers by knowing the needs of store and ensuring to keep the best products that are moving according to area and customer wise**
* **Have knowledge of car wash, lube express,**
* **Knowledge of HR and E-mail for communicating from- and to HO and briefing the staff accordingly in every shift**
* **Updating sales for every day and comparing the sales of previous month, year by getting the variances percentages**
* **Planning of fuel as per requirement and making sure of recording variances if required assist for calibration**

**Personal Information**

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#### **Nationality : INDIAN.**

**Gender : Male.**

**Marital status : Single.**

**Passport no :**

**Visa status : Employment (release will be provided).**

**Language known : English, Hindi, Urdu, and key Arabic.**

**Hobbies : music, sports.**

**REALIBILITY**

**I consider myself to be innovative, personal and fast leaner, I possess a very patient temperament and have excellent commutation skills and can work efficiently in a demanding environments. And I believe in doing bit work possibility, efficiency through loyalty alone would command strict reliability on my part, I realize that,**

**It is to my own interest to do your work well and as to getting it done promptly.**

**I shall discharge my duties to the Entire satisfactions of all my superiors**.

**Yours Sincerely,**

**Abdul Rafeek Shukkur**

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| **Abdul Rafeek Shukkur– 2014638**  Whatsapp +971504753686  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |

