**Naveen**

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**Profile**

An enthusiastic and highly committed masters-degree educated professional, who possesses significant experience in providing exceptional managerial skills. Has experienced of producing positive outcomes within challenging situations across varied sectors including; Retail Management, Marketing, Business Development, Product Development. Displays the capability to effectively manage, lead and support a team, is exceptionally organized and a naturally successful communicator with the ability diffuse tensions. Has exceptional attention to detail and is skilled in the processing and input of information. Has worldwide experience having worked, travelled, and studied throughout various locations, this instilled an appreciation of varied cultures and differing needs within corporate establishments. Is seeking a Management role where the ability to integrate well and evidence continued success and commitment to an organization that supports and encourages career progression can be displayed.

**Key Skills**

**Management Ability –** An effective and highly committed manager with the capability to effectively, manage, mentor and motivate teams to perform successfully and achieve common goals. Having managed a team of staff for several years within Tesco and Lulu, displays the ability to build trust and show commitment, with the capability to be fair and a good listener. Will frequently take on board requests or suggestions from others.

**Working Under Pressure –** Performs exceptionally well when faced with pressurised situations thrives on new challenges and gains satisfaction from producing successful results within challenging environments. Able to work under pressure during peak periods. Well organized team player with comprehensive organizational skills, detail oriented individual who is skills in multitasking ability to prioritize job duties to get work done accurately and effectively.

**Attention to detail** – Possesses a natural ability and is skilled in noticing patterns of behavior and forecasting outcomes as well as pre-empting problems. Is also experienced in the compilation of budget and financial plans requiring accurate input of data.

**Customer Service –** Is exceptionally skilled in the delivery of outstanding customer service, displaying a friendly, polite, and courteous manner with a naturally ability to build rapport with ease. Has worked in several front facing customer environments. Frequently dealt with complaints and problems and can effectively diffuse tension and provide quick suitable resolutions.

**Communication -** Highly articulate, confident, and persuasive communicator with extensive experience in communication and the passing on of instructions and information to a varied audience.

**Achieving Results –** Highly outcome orientated and successful in achieving all targets set. Always adheres to all budgetary requirements, ensure compliance with strict regulatory requirements is met, adequately trains staff and communicates effectively.

**IT Capabilities –** Confident in the operation of various computer packages and internal systems, with the ability to operate SAP and MS Office packages.

**Career**

**2015- 2016 Group Product Development Assistant Manager/ Business Development (Private Label)**

**Lulu Group International, Abu Dhabi, UAE**

* Manage the assigned product line life cycle from strategic vision, research/validation, recommendation, and implementation through ongoing analysis.
* Work with business lines along with various support areas to enhance existing products and bring new products/services/channels to market based on business line strategy, industry experience, market analysis, customer analysis/needs identification.
* Lead cross functional project teams, as appropriate, to develop and implement comprehensive project plans that ensure the effective delivery of those new or enhanced products/services/channels.
* Assist in managing initial and ongoing product, service and third party vendor risk assessments including quarterly and annual reviews.
* Ensure products, services and third party product relationships follow all appropriate regulations and procedures. Assist in monitoring product performance including penetration, usage patterns and revenue generation to manage trends and effectively refine product and channel offerings including enhancements to features, pricing, promotion, and distribution to optimize product success.
* Maintain knowledge of industry trends, potential market opportunities and best-in-class approaches.  Serve as the internal and external subject matter expert for the overall product line offering.
* Work with the marketing and communications team to support assigned product and service promotional strategies including product positioning, key benefits, target customer messaging and campaigns.
* Ensure the accuracy of key product collateral such as product brochures, merchandising, sales presentations, and sales aides.

**2014- 2015 Deputy General Manager Lulu Hypermarket, Abu Dhabi, UAE**

* I am responsible for all aspects of the store operations and will ensure that operations run smoothly according company policy.
* Contribute to profitability, by maximizing sales and controlling staff costs and wastage. Monitor and ensure product availability, hygiene & cleanliness, freshness & quality of stock, and the full support of promotion activity within the department.
* To minimize stock losses through correct product handling (minimum damages and distress), adherence to company policies such as stock transfer, price changes, date checks, clearance sales etc in coordination with buyers.
* Explore every opportunity to drive sales and ensure the net profit targets as assigned time to time are met on a regular basis.
* To ensure all departments are manned; tasks like housekeeping & administration follow-ups are correctly carried out within the costs and at the correct time before hypermarket opens for trade.
* Push higher gross profit items (good non-branded or own label items), watch movement of products and adjust stocking plans as needed and plan store displays by coordinating with departmental heads.
* Manage staff duty schedule/roster and ensure that daily work routines are carried out in a timely and efficient manner in all departments throughout the trading hours.
* Monitor changes in the market, competitor’s sales strategies and consumer buying patterns and accordingly update the store operations.
* To operate the hypermarket effectively and efficiently in the desired level of standard in conjunction with the rules and regulations set by the company.
* Support corporate social responsibility and environmental initiatives.
* Communicate the training needs to the Training Department and ensure all employees have undergone concerned training programs.
* Constantly motivate all staff, create excellent team spirit and good working relationships through appropriate and positive communications and gain their respect and loyalty while ensuring their discipline to achieve better results.
* Operate the staff appraisal system to assess individual and branch performance level and submit the report to the Training & Development Dept.
* Ensure that adequate safety and security measures have been installed for the safety of customers, employees, and assets in terms of Municipal/Civil Defense requirements.
* To maximize department presentation standards through the maintenance of all disciplines relating to shelf edges labels, merchandising & display, special advertisement, and promotion advertising materials.
* Maximize merchandising opportunities and maintain cost controls by utilizing the shelf space productively.
* To ensure compliance of store policies and all legal, municipality & company standards regarding hygiene, health and safety regulations are vigorously monitored and enforced.
* Ensure the correct level of communication to the sales team in respect of all activities related to the store.
* Conduct periodical staff meetings/review meetings, implement decisions made during the meetings and communicate the minutes to all concerned.
* To establish exceptional customer service standards (take care of customer needs & wants) through the sales team.
* To review and to maintain effective control of expenses in line with budget objective. Review and effectively manage stock availability and product layout within the store to increase profitability of different ranges. Check periodical reports in timely manner which reflect the current sales/ sales plan, shortfall if any, corrective action plan to make up the short fall, future projection, major achievements, lost opportunities etc.
* Analysis the effectiveness/success of each promotion in coordination with buyers.

**2010 – 2014 Team Leader Tesco, Bournemouth, England, UK**

* Preparing and allocation of the daily workloads for staff.
* Motivating the team and supporting in the provision of achieving high standards of customer service and outlined KPI targets.
* Arranging & chairing weekly team meetings, focusing on targets & achievements, and gaining any ideas for content or agenda items from staff.
* Consistently attentive to customers’ needs, serving the customers and answering queries on all products and services.
* Oversee all money transactions, cash credit cards and cheques and assist with any issues.
* Coordinated the orders and managed the invoices for customer deliveries.
* Helping customers to find the products they are looking for in the shop.
* Arranging orders and deliveries of stock at the customer’s request as well as receiving and organizing stock deliveries whilst ensuring suitable cover on the shop floor.

**2009 – 2010 Consultant Chopras Education Consultancy, India**

* Handling any new client enquiries in relation to educational courses and acting as the face of the business, promoting the various services on offer.
* Pro-actively calling in the region of 100 clients per day.
* Advising on all aspects of their learning provisions or courses.
* Direct involvement in the recruitment of staff, including seeking references, medical clearance, and background checks.
* Dealing with any potential problems and rectifying issues in a timely manner as they arise.
* Working collaboratively with the sales and marketing team to drive sales forward and increase revenues.
* Mentoring and personally training any junior and newly appointed staff.
* Monitoring & producing comprehensive reports on statistics, quality standards & performance targets.
* Ensuring all administrative and IT records are maintained and entered correctly.
* Providing prompt and accurate information on individual performance.

**Education**

2010 - 2012 MSc: Tourism & Hospitality Management Bournemouth University, UK

2006 - 2009 BSc: Biotechnology Kongunadu Arts and Science College /

Bharathiar University.

**Personal Details**

Date of Birth : 12th August 1987

Nationality : Indian

Gender : Male

Driving License : UAE and Indian available

**Passport Details**

Place of issue : London

Date of issue : 15/05/2013

Date of Expiry : 14/04/2023

**Declaration**

I here declare that all the information given above are true and correct to the best my knowledge and belief. Character reference will be readily furnished upon request.