

MARY

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**CAREER ASPIRATION**

Conducting personal effectiveness skills and support my duties to the best of my capabilities and to the highest achievable standards. I also wish to play a supportive role in all my endeavors and learn through new experiences.

**PERSONAL PROFILE**

1. Maintain excellent customer service skills and a proven record as a top sales performer.
2. Hardworking, energetic, and reliable;
3. Good problem solver with strong sales analysis and reporting skills.
4. Well versed with Computing Skills.
5. Good Listening and Leadership Skills.
6. Facilitate a team approach to achieve organizational objectives, increase productivity and enhance employee morale

**WORK EXPERIENCE**

**TASMEEM GROUP QATAR**

**POSITION: STORE MANAGER**

**DURATION: MARCH 2013 TO JANUARY 2017**

**DUTIES**

* **1,** Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* **2.**Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* **3.** Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
* 4. Ensures availability of merchandise and services by approving contracts; maintaining inventories.
* 5. Secures merchandise by implementing security systems and measure

**AL SHAYA GROUP (STARBUCKS) ABUDHABI**

**POSITION: STORE INCHARGE**

**DURATION: MARCH 2008 UP TO 2013**

**DUTIES**

1. Welcoming guests.
2. Maintaining a clean atmosphere when the customer is there and when he/she leaves.
3. Having a wide knowledge on products this helps in up selling of products.
4. Ensuring standard service of food and drinks to the customer as per the restaurant standards.
5. Develops enthusiastically satisfied customers all of the time.
6. Maintains Quality store operations.
7. Contributes to store profitability.
8. Takes responsibility to learn all aspects of the barista position.
9. Offers customer demonstrations and samples using brewing equipment.
10. Follows standards for merchandising, stocking, rotating and storing products.
11. Performs cleaning tasks in accordance with the duty rosters and cleaning standards and works as a store team member.
12. Regularly communicates store and partner concerns with store manager in an effective manner

**NAKUMATT HOLDINGS STORES**

**POSITION: SALES ASSOCIATE**

**DURATION: 2005- DECEMBER 2007**

**DUTIESN**

**SALES /CUSTOMER SERVICE**

1. Drives Sales to ensure that Business Plan is met or exceeded, through effective visual merchandizing stock and the highest levels of customer service.
2. Ensures a consistent quality store experience for customers by displaying a customer focused attitude through training and motivating a store Team.
3. Creates and maintains store environments through brand and retail standards as set.

**PEOPLE MANAGEMENT**

1. Provide ongoing coaching and on the job training for all employees.
2. Manages poor performers with relevant tools to ensure all team members are equal in terms of performance.
3. Organizes regular team briefing sessions to communicate company information and store sales/performance.
4. Monitor and develop a strong team utilizing customer service training, product knowledge training and constant motivation.
5. Complete all staff and ASM end of year appraisal

**VISUAL MERCHANDISING**

1. Manages all visual aspects of the in-store merchandising.
2. Ensures all Brand Visual Merchandising team assists in creating window displays to keep windows up date and fresh

**SECURITY/ STOCKLOSS CONTROL**

1. Provide ongoing coaching and on the job training with all matters related to security for all employees to increase staff awareness.
2. Ensure all paperwork is reconciled, checked and updated regularly.
3. Implements monthly random security spot checks.
4. Complete stock takes in an organized and timely manner.
5. Ensure that IT errors are communicated to IT dept and followed up

**FILING AND ADMINISTRATION**

1. Approves all customer documents as per company policies.
2. Record all necessary paperwork for future reference instructed by Retail Management.
3. Ensures effective communication of ideas and feedback between staff and Retail Manager.
4. Complete rotes subject to the business needs.

**SAFARICOM KENYA LTD**

**POSITION: SECRETARY/CUSTOMER SERVICE**

 **DURATION: JANUARY 2003TO FEBRUARY 2005**

**DUTIES**

1. staff member
2. Receive; answer all telephone in the organization.
3. Make preparations for Band Council and committee meetings
4. Maintain an Perform typing, recording, filing and reception
5. Ability to operate standard office equipment
6. Good written and verbal communication skills
7. Ability to perform multiple functions at one time
8. Direct the general public to the appropriate adequate inventory of office supplies
9. Respond to public inquiries

**Achievements-:**

1. Reorganized customer service to properly align with sales teams improving communications and reducing time sales spent on non-sales related administrative activities.
2. Motivated staff to meet/exceed established sales goals and objectives.
3. Developed strong customer relations, appraised trade-ins, orchestrated extra financing in advertising.
4. Ensured colleagues provided highest standards of customer satisfaction and quality service at all times

***KCA COLLEGE:***

 ***Windows***

 ***Excel***

 ***PowerPoint***

 ***Ms Word***

 ***Access data***

 ***Outlook***

 **Declarations -:**

I hereby certify that the above details are true to the best of my knowledge and belief. If granted a chance in your organization, I promise to discharge my duties with outmost sincerity to the entire satisfaction of my superiors.