Tabitha Wanjiru

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Personal Profile:

An enthusiastic and dedicated professional with extensive experience across all areas of business Operations,HR experience in payroll and staffing,Management &extensive customer service experience.Exceptional leader who is able to develop and motivate others to achieve targets; Demonstrate a strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges,performing effectively within a highly pressurised working environment.

Career History

2013 -2017 AL FUTTAIM LLC-Marks and Spencer

Job Profile**Commercial Retail Manager**.

**Two key roles.**

**Human Resource-Duties and responsibilities in Human resource:**

* Conduct annual Performance Development Review {PDR} to a team of 16 staff and 3 supervisor identify key areas where coaching and training is required on a quarterly basis.
* Submit payroll before the deadline accounting for attendance, absentee, sick leaves, and annual leaves. Making staff Rote and booking of annual leaves calendar.
* Head coach- Worked with the training manager to develop and reassess the induction and training program for the staff as well as identifying the staffing level required.
* Set up trading safety legally (TSL) and abide by the workplace health and safety and company policies guidelines

**Commercial-Duties and Responsibilities as a commercial manager:**

* Manage Operations, administrative systems and processes requirements of opening and closing the store such as cash handling, banking, security operations in CCTV and procedures.
* Support functions that drive footfall in store factoring in customer profile within the mall. Meeting with the mall operations and propose functions and events that would drive footfall in the mall and achieves store monthly budgets.
* Achieved Premier customer satisfaction with a friendly demeanour, can-do attitude, and willingness by training the staff to deliver the same in the head departments such as beauty, lingerie, womenswear and menswear.
* Resolving consumer and business problems with professionalism, factoring in the consumer rights alongside the business SOP.
* In accordance with Store SQFT & RPF, Placing orders,set up layouts, stocks level, achieved sales targets handling departments. Executing and implementing product/range launches to maximize the use of store footage and understands the customer journey.
* Conducted regular surveys on competitors by visiting the competitor's outlets and actioned on SWOT report per season. Highlighting the lessons learned.
* Slash operations costs in P&L for costs overruns and coming in under budget such as authorizing Maintenance Contractors that delivers satisfactory and guaranteed services in maintenance works.

2013 -2017 AL FUTTAIM LLC-Marks and Spencer

Job Profile Workplace Coach

**Duties and Responsibilities**

* Induction coaching one on one for new hires within the first 60 days of joining introducing company profile and values, duties and responsibilities, ways of behaviour, grooming standards.
* Specific training requirements across the business and coached over 35 staff on various subjects such as product knowledge, health and safety, Plan A. Customer service.
* Liaise with commercial managers to identify and recommend who needs to be trained on what. This must be as specific as possible and submitted before the next PDR.
* Submit weekly time sheet to the training manager/HR with the number of hours spent to coach/train employee. Success on such trainings are measured from customer feedback.
* Report to CDM’s and SM’s during the setup Sunday meeting on the coaching delivered the previous week and the plan for the coming week, this is essential to plan ahead staff rota and the daily activity sheet.
* Enrol all trainings within the store, bookings of training room, keeping accurate records.

**Competitive skills on the coaching/training role:**

* Excellent face to face communication & interpersonal skills.
* Ability to measure and assess staff training needs.
* A passion for continuous improvement.
* Innovative thinking.
* Embrace efficiency
* Ability to collaborate e-learning with traditional learning.

2010-3013Marks and Spencer AL FUTTAIM LLC

Job Profile**Retail Stores Supervisor**

**Duties and Responsibilities.**

* Resolve customer requests, complaints within my limit and escalate the issue to duty manager where as such is not resolved.
* Making daily activity sheet to ensure smooth rotation during operations hours and planning staff breaks and punctuality.
* Delegating duties and tasks on a daily basis among the staff members, who does what to eliminate overwrapping of tasks and time management.
* Execute high standard of customer service in store as well as high standards of the store overall outlook to create a friendly shopping experience to our customers and staff alike
* Implementing promotional events such as special offers, Sales layout,Eid promotion events, fathers /mother’s day, Foods tasting, gift cards.

**July 2007-2010 Marks and Spencer AL FUTTAIM LLC**

Job profile: **Sales Assistant**.

**Duties and Responsibilities**

* + Meeting, greeting and serving the customer from the moment they enter the shop floor.
  + Answer customer’s queries such as stocks availability, details of special offers, price points.
  + Product knowledge- assist the customers about the products features and benefits.
  + Cashier- working on the tills handling customer’s transactions, selling and refunds.
  + Help the shop floor to tidy up.
  + Restocking goods once sold out from the shop floor displaying them attractively
  + Assist in deliveries, stock replenishments and display on newness.
  + Taking products off suppliers and arranging the delivery in the first place.

Qualifications:

* April 2003 to Dec 2006Bachelor of Business Administration (BBA)Kenyatta University.
* Jan 2003 to Dec 2005 Diploma in Pharmaceutical Technology- Thika Technical Training Institute.
* Jan 2000 to Dec 2002 Certificate in Pharmaceutical Technology Eldoret Polytechnic.
* Jan 1995 to Nov 1998Higher secondary schooling- O-LEVEL Muruaki Secondary High School.

Skills and strengths:

* Excellent in communication, planning and organizational skills.
* Flexibility and Adaptability.
* Ability to identify with current trends in the business world.
* Highly reliable, Assertive, Efficient and self motivated.
* Result Oriented and a good Team Player leader.
* ICT Competence: Good command of Microsoft Excel, Word, MS project, Power Points.

**Personal Details:**

**Date of Birth:29th December 1980**

**Nationality:Kenyan**

**Holds valid UAE driving license.**