***Shinor***

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**Objective**

To seek a suitable position in a challenging and stimulating environment envisaging personal growth and career development associating with an organization that provides an ambiance for learning and professional growth

EXPERIENCE SUMMARY

**Over 20 years of experience in UAE, Bahrain and Mumbai, in Indoor/ Outdoor Sales, Storekeeping, Merchandising, Buying- Stock & Credit Control.**

**Current Position**: Department Manager – Virgin megastores Bahrain (Since 2009 to date)

**Reporting Lines -**Shop Manager

**Role Purpose**

The Department Manager is responsible for overseeing Department Floor activities in order to ensure that its operations are carried out in the most effective manner and in compliance with the company customer service standards. He is also responsible for maintaining high standards of visual merchandising and store presentation, and ensuring availability of products at all times.

**Key Responsibilities**

* Greet customers and ensure that they are served by shop staff in a timely manner and in compliance with quality and customer service standards.
* Ensure proper implementation of company policies and procedures for operational effectiveness.
* Control merchandising of products in order to optimize sales and ensure it is in line with brand image and standards.
* Monitor stock levels on a continuous basis, maintain inventories and re-order merchandise when needed in order to ensure adequate stocks and maximum range availability at all times.
* Manage the Department staff by setting goals and objectives, managing performance, developing and motivating employees, in order to ensure the highest levels of performance is achieved.
* Run daily Department meetings in order to ensure all department activities, objectives and events are properly understood and communicated.
* Conduct on-the-job training, demonstration and instruction for existing employees, in order to support their development and ensure the highest standards of performance is achieved.
* Plan and prepare team schedule on a weekly basis, and submit it to hierarchy
* Enforce up selling and cross selling within the team in order to maximize sales volume and ensure set targets are reached.
* Conduct performance appraisals for department’s staff on a bi-yearly basis.

**Buyer - Stock & Credit Controller** (Since 2003- 2009)

**Organization**: Magrudy Enterprises LLC, Dubai – Magrudy’s was a retail and wholesale bookseller in the U.A.E. for over 35 years.

**Key Responsibilities:**

* Review ageing and slow moving titles in all retail outlets.
* Claims credit or replacement with the new editions for those items returned to the supplier.
* Monitoring the discrepancies in the invoices and negotiate with the suppliers for credit.
* Analyze the cause and suggest an action plan for reducing the non-moving stock.
* Closely working with accounts to maintain the accuracy of prices in the centralized inventory software.
* Suggest the retail price of products based on variable cost and discount.
* Reporting to the Chief Buyer.
* Helping the buying team in all kinds of buying( local and international)

**Merchandiser (2002-2003):** Worked as a merchandiser for Magrudy’s outlet in Dubai Duty Free.

**Key responsibilities:**

* Range selection, Visual displays, planning of promotional sales, marketing a new product.
* Meeting local suppliers and negotiating orders and discount rates and finalizing the deal for distribution of books, toys and stationeries all over UAE.

**Magrudys Bookshop LLC from 2001-2002**

**Stores in Charge**

* To manage Category sales, margins and inventory.
* Merchandising Activities – Buying, Plano gram, Visual displays at store, Promotion Planning, New product introduction and range selection.
* Anticipate customer needs and enhance range consistently
* Implementation of promotional activities, customer contact programs and store level marketing activities
* Total in charge of all Magazine/newspaper related works, which includes –receiving goods as per invoice, D/o, data entry. Pricing, displaying and ordering.
* Checking consignment as per invoices! DO.
* Assisting customers, Taking customer orders.
* Handling all kinds of cash related works including banking.
* Supervising staffs! Conducting training programs. Re ordering new and old goods for the stores.

**Multiquip India Pvt Ltd (Bombay) Jan 1998 to Aug 2000**

**Company dealing with Furniture Hardware (Wholesale)**

**Sales Executive**

* Introducing new products to clients.
* Processing customer request and providing appropriate solution.
* Taking orders and placing new orders with the buying team.
* Chasing payments
* Reporting to the sales manager

**BinDhaher Group, Dubai from Feb 1993 to Dec 1997**

**Stores in Charge**

* Posting of Bin Cards.
* Maintaining control on inward and outward stock. Preparing Delivery order conducting inventory of stocks on weekly basis. Taking monthly physical stock.
* Arranging stocks accordingly-brand, size, color etc.
* Reporting to the stores manager and purchasing manager.
* Following up with Debtors by submitting statement of accounts.
* Correspondence and follow up of customers.
* Verify all of a days collected payments to deposit them intact in the bank
* To disburse petty cash request that have been approved by managing director
* Updating General Expense and petty cash book

ACADEMIC QUALIFICATION

Bachelor of Commerce - Bombay University

Diploma in Practical Business Accounts and Taxation from Swati management and Financial Services (Bombay)

Certified computer course from Sai computers (Bombay) Institute for Research and Technical Environment.

TRAINING AND SEMINARS

* Performance Management – Azadea Group 2011
* Loss Prevention essentials – Azadea Group 2011
* Basic Accounting and Finance – Azadea Group 2013
* TTT – Train the Trainer – Azadea Group 2013
* MDP – Management Development Program- Phi Management 2014

PERSONAL DETAILS

Name                                                                                      Shinor

Sex                                                                                          Male

**Driving License                                                                  Valid Four Wheeler and Two Wheeler License**

Date of Birth                                                                         Feb 28 1974

Marital Status                                                                       Married

Nationality                                                                            Indian

Languages Known                                                              English, Arabic, Hindi, Malayalam, Tamil