

**MOHAMMAD**

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**Objective**

* Seeking for Store Manager position in retail industry, I have over 10 years’ experience in retails industry and I believe my knowledge and experience in Store Management, Sales & Customer service will be fruitful for the organization.

**Education**

* Higher Secondary school from B.I.E.C, in 2001.
* 10th from Bihar School Examination Board Patna in 1999.
* Possess working knowledge of Microsoft Office and internet.

**Professional Experience:**

Organization : Landmark Group (Shoemart International Brand)

Duration : 4 Years 11 months (July 2012 – July 2017)

Designation : Store Manager

Organization : Shoppersstop Ltd.

Duration : 6 Years (Oct 2005 – May 2011)

Designation : Customer Sale Associate, Cashier, Customer Service Desk &

Account Officer & Admin.

**Skills:**

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| --- | --- |
| * Customer Service | * Visual Merchandising |
| * Sales Leadership | * Communication Skills |
| * Store Operation | * Problem Solving |
| * Business Reports | * Stock take |
| * Team Management | * Store Audit |
| * Stock Management | * Microsoft Office |

**Role & Responsibilities:**

* Sales, Operation & Guest Service.
* Achievement of target in specific timeline.
* Inventory management.
* Stock in and out control.
* Following Company policy and SOP’s.
* Stock Handling, Control on stock shrinkage and damage.
* Maintaining sales floor and back store standard.
* Set the target for team on daily, weekly and monthly basis.
* Keep update business file according to daily, weekly, monthly and yearly wise.
* Keep update business comparison report from the last year.
* Business strategy and planning on store level.
* Team management and roster plan.
* Motivating the team and generating competition between team members.
* Business briefing and training to the team.
* Work on best seller Items.
* Visual Merchandising according to trend and seasons.
* Sales and promotion preparation.
* Business presentation on monthly basis in front of management team.
* Style selection for upcoming season.
* Problem solving respect to guest or staff.
* Taking appraisal of Team member twice in a year.
* Giving training to team about guest service, sales skills and engagement program.

**Achievements:**

* Two times **Manager of the Quarter**.
* Receive three times **appreciation letter**
* 17 times **first citizen certificate.**
* Best result in stock take.