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| |  |  | | --- | --- | | **Ghulam - Showroom Supervisor**  [Ghulam.373651@2freemail.com](mailto:Ghulam.373651@2freemail.com) | | |  | 9 years of successful Retail/ Channel experience, focusing on providing Customer service and Operational Leadership in a uniquely challenging environment. | |  |  | | |
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| CAREER OBJECTIVE | | PROFESSIONAL EXPERIENCE | | | | |
| I view my career as dynamic and diverse, with opportunities for challenge and growth. Each day brings another opportunity to learn.  I want see myself a successful and self-motivated leader and to be the foremost contributor for a great place to work where people are inspired to be the best they can be.  Achievements  Has been promoted consistently in work responsibilities on the basis of committed work approach and performance, supervising and leading a team by enhancing clarity, resilience and focus.    Successfully completed the training program of “Gaining competitive edge by Achieving Excellence in Customer Service” from DED. Also attended the training workshop of internal auditor and became successful internal auditor awarded with certification.  Achieved highest volume of sales for the year 2012.  Certification for providing best customer service(DSES/DED)  Internal ISO Auditor ; Certification in Diploma in Customer Service  Internship  Successfully completed internship with HDFC Standard Life Insurance Corporation for six months and awarded as best recruiter by the company.  education  EDUCATION  PG in Business Management- Marketing Management.  Technical Qualification  Diploma in Computer Applications from APTECH Computers.  Computer Fundamentals, Windows 98/XP 2000/Windows 7  MS Office, Page Maker, Adobe Photoshop, and Internet Applications.  Trainings Attended  Gaining Competitive edge by achieving excellence in Customer Service.  Customer Service Training.  Leadership Skills.  Personal  **Nationality**: Indian  **Marital Status**: Single  **Driving License:** UAE Valid  Reference  Available upon request | | **Sr. Sales Supervisor June 2015 to Till Date**  Marina Home Interiors – Mall Of Emirates Showroom  **Targets & Profitability**  Providing the required set support to Store Manager in achieving store and KPI targets in order to meet the overall organizational objectives.  Supporting Store Manager in maintaining high levels of profitability through control of discounts, general expenses and store RTM, shrinkage in order to meet profitability targets.  **Operations & Administration**  Handling over all operations in one of the flagship store at Mall of Emirates as well as managing administrative areas such as staff scheduling, coordination with logistics and operation, inventory etc. in order to ensure the smooth running of the store.  Maintain store's cleanliness, health and safety measures.  Preparing weekly/monthly reports includes floor efficiency chart, store opening, store closing, store inspection.  **Customer Service & Relationship Management**  Provide exemplary customer service at all times by following policies, providing product information and adopting a friendly as well as courteous attitude towards customers, in order to establish and manage lasting relationships.  Following customer’s complaints, after sale service and ensuring case is closed by the given timeline.  **Training**  Preparing training materials and conducting technical training needs of the store staff in order to ensure that they are fully trained on products, customer service, policy requirements etc.  Preparing induction schedules/ training program for new associates to keep them prepared for review.  **Development & Appraisals**  Identify areas of strengths and weaknesses in the store staff, and propose an action plan to enhance areas of improvement in order to support the Store Manager in managing the Performance Appraisal process.  **Competitor and Product Knowledge**  Maintain up-to-date product knowledge, in terms of designs, trends, quality-based issues, availability in order to provide excellent customer service.  Maintain up-to-date knowledge of the competitors in order to identify our unique selling points (USP) thereby driving sales.  **Showroom Supervisor Apr 2013 – May 2015**  **Marina Home Interiors-Al Barsha Showroom**  **Sr. Sales Associate Apr 2011 – Mar 2013**  **Marina Home Interiors – Mall of The Emirates Branch**  **Relationship Manager Apr 2009 - Mar 2011**  **Reliance Communications Ltd – India**  **Retail/ Channel Sales Executive Apr 2006 - Mar 2007**  **Bharti Airtel Ltd - India** | | | | |
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