

Leo

Retail Manager - UAE

PG Diploma in Business Administration with proven success in Retail Operations, Retail Store Opportunities/Expansion, Budgeting, Order Management, Logistics Management, and Project Management.



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**KEY WORK EXPERIENCE**

**Retail Manager**

Threads DGT Trading LLC

*06/2016 – Present Dubai, United Arab Emirates Achievements/Tasks*

Successfully lead and accomplished the opening of Flagship Store (New Retail Concept Project @7500 Sq. Ft).



Successfully headed several Retail Projects



Oversee the Store Operations, Inventory and Logistics, and order management across 7 Retail Stores across UAE



* Monitor sales performance of Retail Stores, their Profitability & implement Strategic Sales / Operational plans

Planning the annual budget and ensure profitability to meet budget requirements and control measures on cost



Propose expansion and renovation plans for the retail stores



Develop & Implement SOP, KPI, Policies & Procedures for Retail Operations



Conduct regular store visits and meet Store Managers to discuss day-to-day operations, upcoming store events, promotions, and training



Coach, motivate and inspire Store Leaders to accomplish store goals and maximize their individual and overall store performance



**SKILLS**



Retail Operations Order Management



Store Expansions Budgeting



Training Project Management Negotiation



P&L Management Six Sigma Leadership



Public Speaking

**PROJECTS**

Threads' Flagship Store - Times Square Center (08/2017 – 10/2017)

Successfully lead the Flagship Store project of 7500 sq. ft., from its Shell/Core condition to a fully functional Flagship Store within 3 months.



New Store - Rameez Mall (Sharjah) (04/2017 – 06/2017)

Successfully accomplished the opening and complete operations of the new store.



New Store - Dubai Silicon Oasis (10/2016 – 12/2017)

Successfully accomplished the opening and complete operations of the new store.



**Store Manager**

Threads DGT Trading LLC

*02/2013 – 06/2016 Dubai, United Arab Emirates Achievements/Tasks*

Successfully lead the operations as Store Manager



Proposed in-store signboards for the retail, which was selected as mini-project across all retail stores



Created hourly checklist for store which was successful and now implemented across all Retail Stores



Created the Daily Sales Report Excel format currently being used across all Retail Stores



Responsible to oversee daily operations of Retail Store Responsible to monitor the sales, VM and customer service



Conduct Sales/Customer service training and conduct performance reviews for the staﬀ



New Store - Dalma Mall (Abu Dhabi)

(05/2016 – 08/2016)

Successfully accomplished the opening and complete operations of the new store.



OneHSBC Project - HSBC HDPI (10/2011 – 12/2011)

Successfully integrated and tested the HUB (Oracle-based application) across all global locations using the application



Six Sigma Yellow Belt - HSBC (09/2010 – 10/2010)

Recorded recurring time saving of 150 man hours per month



**EDUCATION**

**PG Diploma - Supply Chain Management** Welingkar University

**Bachelor of Commerce**

Osmania University

**Intermediate Education**

St. Joseph's Junior College

*06/1997 – 04/1999*

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**KEY WORK EXPERIENCE**

**AML Executive**

HSBC

*01/2007 – 01/2013 Hyderabad, India Achievements/Tasks*

Review the KYC/KYB for personal and business customers



Monitor the transactions on accounts and provide report for any suspicious transactions



Liaise with the Relationship Manager on customer accounts for further information on customer and transactions



Prepare case studies and make presentation on various transactions and accounts



**Editor**

Focus Infosys Pvt. Ltd

*10/2005 – 12/2006 Hyderabad, India Achievements/Tasks*

Review the medical reports based on patient diagnosis, examination, and assessment and ensure 100% accuracy of report.



Top performer for 3 consecutive months



Promoted as Editor in 3 months from date of joining Received cash award for best performance



**Proofreader**

Elico Ltd

*09/2002 – 09/2005 Hyderabad, India Achievements/Tasks*

Lead a team of 4 staﬀ and review their transcripts for accuracy



Provide training on medical transcription tools, software and diﬀerent accounts



Promoted as Direct Uploader



Promoted as Proofreader



**OTHER CERTIFICATIONS**

**Six Sigma Yellow Belt**

HSBC HDPI

**HONOUR AWARDS**

Process Star Award (2009)

*HSBC HDPI*

Super Star Award (2010)

*HSBC HDPI*

Prism Award (2009)

*HSBC HDPI*

Genie Idea Award (2010)

*HSBC HDPI*

Award for the most number of ideas from a Process



**EDUCATION**

**High School**

St. Joseph's High School

*04/1997*

**ACHIEVEMENTS**

Retail Manager (06/2016)

*Promoted as Retail Manager from Store Manager*

Editor (12/2005)

*Promoted as Editor from the position of Senior Proofreader*

Proofreader (09/2004)

*Promoted as proofread from Directuploader*

Direct Uploader (03/2003)

*Promoted as Direct Uploader from the position of Medical Transcriptionist*

**CONFERENCES, COURSES & OTHERS**

Welingkar University

*Conference/Issuer of the certificate*

Supply Chain Management



Retail Management



Inventory Management



Operations



E-commerce



**SUPPORTED CAUSES**



Blood Donation Campaigns Sheltering the homeless

**INTERESTS**



Public Speaking Motivational Speaker Reading



Automation Robotics Networking

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