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| f  **SHAFIULLA**  Warehouse Operation In charge     |  |  |  | | --- | --- | --- | |  | **Contact** |  | |  |  |   **Email ID:** [shafiulla.384032@2freemail.com](mailto:shafiulla.384032@2freemail.com)     |  |  |  | | --- | --- | --- | |  | **Profile** |  | |  |  |   A proactive, competent and hardworking operations in charge with a vast experience in the sales industry. With a proven track record in sales and operations, contributed to the robust growth of the organizations where I served. Eager to gain the professional growth by working in a highly professional environment where I would be able to demonstrate my personal and professional skills, reaching the new avenues that I have never before.     |  |  |  |  | | --- | --- | --- | --- | |  | **Education** | |  | |  |  | | **Masters in Business**  **Administration (OM)**  Thanthai Hans Roever College of  Education  2012-2015 | | 2012 | | | **Masters of Computer**  **Applications (M.C.A.)**  Thanthai Hans Roever College,  Perambalur  2012-2015 | | 2009 | |   **Bachelors of Computer**  **Applications**  Thanthai Hans Roever College,  Perambalur  2003-2006     |  |  |  | | --- | --- | --- | |  | **Skills** |  | |  |  |  * Communication * Selling skills * Time Management, * Customer Service, * Negotiation, * Innovative thinking * Problem solving skills * Trading and non-trading skills * Effective leadership skills * Strong analytical skills      |  |  |  | | --- | --- | --- | |  | **Achievements** |  | |  |  |  * Level 1 Award in retail skills * Best quality operation team leader certificate from Nimshi.com * Best performer award      |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **References** | |  | | |  |  | | | * Available upon request | |  | | | |  |  |  |  | | --- | --- | --- | --- | |  | **Work Experience** | |  | |  |  | | **Operations team lead**  **Namshi.com, DUBAI** | | **MAY’14 – PRESENT** | | | * Key responsibility of strategic leadership in fulfilment and cross-docking network * Setting different performance goals closely related to cost and the higher standards of the customer services * Planning and the implementation of the different site alignment responsibilities * Managing the different day to day operations related to the freight and small parcel products * Inventory management, maintaining the records of the items that are delivered and those need to be delivered. * Development of the different staffing and productivity planning matrices for bringing the improvement in different operational areas. * Focusing on the improvement of different drive cost activities through the identification of different improvised systems, headcount optimization and improved square footage utilization opportunities. * Planning, development and execution of the different opportunities for supporting the different special projects and the other new services. * Coordinating closely with the different planning and marketing teams to carry out the different monitoring activities for the new projects * Assisting the senior management in different warehouse operations, customer support, transport and finance activities | | | | | **Warehouse operations**  **Namshi.com, DUBAI** | | **MAY’14 – PRESENT** | |  * Routinely audit and configure shipping software based on the needs of the business. * Conducting routine audit activities and the configuration of the shipping software according to the different needs of the company * Recruitment, training and mentoring the growing team through the establishment and the management of different roles and responsibilities along the proper performance criteria. * Seeding the positivity and the culture of quality and accuracy and contributing to the overall efficiency. * Reporting directly to the Head of Retail & Wholesale Operations * Ensuring the high quality practices and improving the customer satisfaction * Responding to different queries and the complaints of customers through email and phone * Involving in purchasing and different ordering activities including order taking, quoting the prices, availability of the shipping methods and important things. * Monitoring the progress of the different orders to ensure the on-time delivery * Analyzing and improving the customer base through meeting the different goals of the company * Keeping other workers informed about the different conditions of work, policies and rules of the company * Ensuring the proper implementation of the different policies and ensuring that different actions are in compliance with them. * Providing feedback to the workers on their performance and helping them to improve their performance * Planning about the different shifts of the workers for avoiding the burnout and stressed conditions. * Placing order for the new equipment according to the directions of the management and ensuring the high-quality things * Maintaining the performance and the payment records of the workers to avoid any conflicting condition. * Final check for the outgoing stock, ensuring that it just meet the required standards. * Proper documentation of different activities.   **Retail Store Manager OCT’13 – Feb’14**  **Landmark Group, Chennai, India**   * Responsible to drive the entire store operation. * Conducted the different responsibilities important for driving the different operations of the store * Ensuring the implementation of the SOP * Target achievements and visual merchandising * Provision and the proper utilization of the different available resources * Proper training and development of the employees for their personal and professional development * Preparation of the capacity map and the layout of the back store for the replenishment purpose * Managing cosmetic inventory, coordination with the planning team for the knowing about the availability of the stock * Ensuring that all practices were according to the quality standards that were set. * Conducting the competitor analysis and providing the feedback related to the different marketing and promotional activities * Minimizing the errors and the damages during the work * Providing training opportunities for the new supervisors   **Merchandising PlannerJUN’08 – Feb’13**  **Landmark Group, Jeddah, Saudi Arabia**   * Planning, Analysis, stock turns, sell thru, margin & Inventory Mgmt. * Planning and analysis of the available stock through the proper inventory management * Amalgamation of the ageing and defected stock * Ensuring the provision of the stock to the showroom according to the available budget and the requirement of the showroom * Responding to the different mails received from the showrooms, vendors and the management * Reviewing the history patterns of the needs and then replenishing the stock after considering it. * Timely preparation of the stock and sales mix according to the requirements * Proper pricing for the mark down products according to the current quantity required * Shifting the old stock to C grade showrooms * Preparation of the different distribution and assortment plan needed for the launch of the new products * Conducting different sessions of discussion for the different sales on the weekly basis * Reviewing the slow moving stock and analyzing the suggested action plan |