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**MD. Monirul Exp. 2 Year. Store Manager)**

**Email ID :** **monirul-390440@2freemail.com**

**Work Experience:**

**Last Organization: - Basateen Hail (Supermarket) Retail, Kingdom of Saudi Arabia.**

**Duration: - 20th September 2016-30th May 2018.**

**Designation: - Store Manager**

**Responsibilities: -**

* Merchandising and Displaying: Checks signs on each display for accuracy and appearance.
* Customer Relations: Gives customers information on prices, products, and product location.
* Cash Control: Enforces limits on check cashing based on company policies.
* Wage and Expense Controls: Calculates store salary percentages. Forecasts, schedules and monitors labor to minimize the impact of overtime.
* Inventory Control: Determines when to make order adjustments because of low stock level or excessive
* Inventory.
* Scheduling: Supervises the scheduling of store personnel.
* Security: Performs a security check by walking throughout the store looking for signs of security risks.
* Maintenance, Safety and Sanitation: Inspects malfunctioning machinery and equipment.
* Buying, Ordering and Stocking: Provides guidance and instruction to order writers
* Sales Floor Management: Establishes priorities for employee work assignments.
* Employee Development: Provides feedback to employees on job performance. Discusses specific employee performance.
* Management Communications: Confers with General Manager to discuss division priorities, and opportunities at Manager Meetings.
* Profit and Business Plan Management: Makes daily/weekly sales projections.
* Office Administration: Reads, sorts, distributes, and acts on mail as appropriate. Places and receives telephone calls to communicate with other stores, administration offices, customers, employees, etc.
* Internal Customer Contact.
* External Customer Contact.
* Physical Demands: Required to repeatedly use hands, arms, legs, and feet for sustained action (e.g. walking around the store, stocking, rotating product). Ability to stand 100% of shift. Ability to work in a fast-paced production environment.
* Work Environment: Works near and around mechanical parts including slicers and toxic chemicals used for cleaning and sanitation.

**Previous Organization: - IBM Global Business Process Services.**

**Duration: - 27th November 2007 – 3rd August2016**

**Designation: - Lead MIS Analyst**

**Responsibilities: -**

* Main Spoc of Korean Air Line (KAL) & Oppo Project.
* Prepare Billing and approving OT of employees setting calls with client and providing entire information related to Project.
* Prepare PPT, designing new report and represent in front of higher management and client during WRM.
* Handle Customer Relationship Management
* Overall managing data and admin related works.
* Interacted with clients on escalation.
* Conduct training session of Excel and VBA.

**Educational Qualifications:**

* **Master of International Business Executive (Himalayan University),2015**
* **BSc (Electronics)** from Osmania University (Hyderabad), 2004.

**Technical Skills:**

* Good in **MS Excel & Access**
* Working knowledge of **VBA in Excel**
* **SQL**

**Applications & Tools Knowledge:**

* Avaya CMS,
* Lotus Notes, MS Outlook
* PSHR, TMS

**Personal Details:**

Date of Birth : Jan 01, 1979

Marital Status : Single

Nationality : Indian