# Brief Overview



Sharjah, United Arab Emirates

**ZAHOOR**

Strong experience in handling operations and sales for retail chain stores/showrooms/warehouses. Successfully achieved all targets in a highly competitive scenario. Achieved a high level of customer satisfaction. Highly motivated and goal oriented with strong leadership skills. An ability to implement effective strategies to achieve desired objective. With excellent computer skills & great ability to learn more.

# Professional Experience

* ***in Dubai*** March 2010 – Till Date
  + Branch Manager Carrefour hypermarkets l.l.c
* ***in Dubai*** Jan 2007 - Feb 2010
  + Store Manager
  + ISO 9001-2000 Certified & member of Dubai service excellence Scheme

# Sales

* Identify opportunity areas to maximize sales as a Store in charge.
* Provide feedbacks to all concerned on the market trends and customer preferences; ensure that comparative analysis on the competitors is done periodically.
* Ensure that associates are trained effectively; provide all the necessary tools and ways and means to associates to ensure that sales targets are met beyond expectation and the sales momentum is always maintained.
* Rationalize the product line in the store

# Customer Service

* Ensure that staff approached the customers and delivers excellent service at all times through the proper execution of company’s policies related to customer service.
* Identify training requirements and ensure that staff undergoes through each training module.
* All appropriate POS related to customer service is in place (covering price tickets to store policies)

# Day to Day Operations

* Check personal presentation of the staff (uniform/ makeup etc.) ensure that all employees comply with the company’s uniforms dress code.
* Manage staffing and ensure that shifts/ leave plans are appropriately planned to ensure maximum coverage

/customer plans.

* Negotiate and finalize annual leave plans.
* Provide a facilitators role in resolving the store maintenance issues.
* Company assets e.g. fixture, fittings other equipment to be monitored and all necessary equipment are regularly services and maintained well.
* No health and safety hazard in the store and standard practices are followed.
* Ensuring that all required reports are completed on their specified deadlines and action is taken based on the outcome of the analysis of the reports.

# Stock

* New Launches – Prepare schedule and ensure that deadlines are met with minimum impacts on costs
* Ensure that the range of merchandise in the store satisfies the customer profile.
* Ensure that effective communication is happening from the sales floor to the Retail Manager and vice versa.
* Resolve issued of availabilities /replenishment etc., with the concerned personnel. Ensure daily replenishment in the area is executed and that there is full availability of products on the floor down to style, colour level
* Rationalize the stock levels at all times and ensure that the departments are proportionately merchandised at all times to maximize the sale sand taking per meter of the department. Ensure that optimum stocks are kept in the line store sales.
* The management of the group, down to departmental space allocations and the maintenance of space productivity, based on the meter age allocated to the group and departments.
* Implementation of the trading notes, in store selling plan and basic /core merchandise Planograms
* Control the accuracy of the system stocks and physical stocks by ensuring that stock count routines are in place
* Proactive involvement in the process of understanding and ensuring that the latest /fresh trends are implemented in the stores
* Minimize the product soil age to come in on and improve upon the company targets

# Team Building, Training, Development & H.R

* Provide necessary directions and feedback to the associates on the business issues
* Educate staff on maximizing business opportunity through the utilization of appropriate planning and control tools. All store associates may be trained to implement the seasonal Trading Notes, Weekly in Store plan and core basic merchandise Planogram
* Address HR issues ot the employees, provide motivation to the staff and encourage team building amongst the employees through personal behavior and team building exercise.
* Conduct Monthly Performance Appraisal for the staff thus determining (KPI) Key Performance Indicators

# Visual Merchandising

* Ensure that visual and merchandising standards are in place
* Proactive involvement in the process of understanding and ensuring that the latest / fresh trends are implemented in the stores

# Security

* Ensuring that all security policies and procedures are adhered by the company employees; Implementation of staff check procedures, store opening and closing procedures, cash collections and deposits to the cash office , handling shop lifters etc.
* Plan and implement recycle counting routines, implementing measures to minimize shrinkage (acceptable shrinkage standard 0.25% of the sales from the last to current scanner count at landed cost)

# Personal Information

* Date of Birth : 06-March-1979
* Gender : Male
* Linguistic Ability : English, Hindi, Urdu, Kashmiri, Arabic (elementary level).
* Nationality : Indian.
* VISA Status : Employment Visa
* Driving License : Valid UAE Driving License.
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