**Gulfjobseeker.com CV No:** **1272342**

**Mobile +**971505905010 / +971504753686

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**Nationality:** Indian

**Marital Status:** Married

**Date of Birth**: 23-07-1977

**STORE MANAGER**

Seeking to transfer broad-based skills set from 11+ years of Retail Management experience in UAE Consumer Electronics Market into Sales Executive position.

**AREAS OF EXPERTISE**

* Business development
* Customer service management
* Customer negotiations
* Direct Sales
* Sales & marketing management
* Dealer channel management
* Team Management

**PROFESSIONAL SYNOPSIS**

Dynamic 11 year sales career experience with one of the leading companies in the **UAE from the Consumer Electronics industry**.

**PROFESSIONAL SUMAMRY**

**JACKY’S ELECTRONICS L.L.C. (Store Manager) April 2003 – Till Date**

**Responsibilities:**

Providing a high level of sales turnover and business volume through the development of the retail sales for this leading company engaged in the business of **consumer electronics** in the UAE.

* Primarily responsible for facilitating, guiding and motivating the Retail Sales Associates, who are responsible for promoting the sales, and to achieve/exceed the sales targets, maintain optimum stock levels, observe the company policies and procedures, increase the level of customer service so that the store achieves the company objectives/targets.

### Regularly monitoring and evaluating the performance of the individual Sales associates in terms of sales, stock levels, customer service and employee satisfaction and provide reports to the Retail Manager.

* Increased customer loyalty by one to one customer interactions.
* Maintaining Inventory without having any variance.
* Successfully applied ordering based on market trend and demand.
* Cost controlling the showroom expenses such as Telephone Bills, Over Time etc..,
* Promoting add on products like extended warranty, Eco Exchange and achieving the given targets.
* Keeping all the products as per UAE standard such ESMA, TRA etc..,
* Maintaining the showroom to an ISO level in terms of documentation and product display.

### Overseeing the promotional activities in the assigned store, coordinating and communicating with relevant internal/external parties to ensure that all arrangements for promotions are made on a timely basis; the company image is maintained and ensuring that the promotional objectives are met.

* Coordinating with Vendors Sales Executive for getting the Price support for closing the wholesale and semi wholesale deals.

### Responsible for employee issues, such as performance appraisal, grievance handling, disciplinary issues, recommendations for merit increase/promotions etc, monitor the optimum number of employees required for efficient functioning of the showroom / weekly staff schedules and make recommendations for reassignment of excess staff when applicable.

**ACHIEVEMENTS**

* Participated in GITEX SHOPPERS from 2005 and 2008 handling telecom products in that event.
* Received award as Best Store Manager in 2009 & 2011 @ GITEX Shoppers
* Received award as Best Store Manager in Dubai Shopping Festival (2 times among 13 outlets).
* Received award as Best Store Manager of the Quarter (3 times among 13 outlets)

**ACADEMIC QUALIFICATIONS**

* **Bachelor of Commerce (University of Madras) Chennai.**
* **Diploma in E-Commerce, (Aptech Computer Education) Chennai.**

**TRAINING COURSES**

* **Completed - Sales Excellence Program from Jacky’s Electronics,**
* **Attending the awareness programme which organized by Dubai Municipality,**
* **Attending the new launches from the various brands organizing by the vendors.**

**Languages Known**

|  |  |  |  |
| --- | --- | --- | --- |
|  **Languages** |  **Read** |  **Write** | **Speak & Understand** |
| English | Excellent | Excellent | Excellent |
| Hindi / Urdu / Malayalam |  |  | Excellent |
| Tamil | Excellent | Excellent | Excellent |
| Arabic |  |  | Working Knowledge |

**COMPUTER SKILLS**

**Proficient in the use of**: MS-Office - (Word, Excel, Power Point), Outlook Express, Work Experience in Orion live and Retail.

