

**Rameez**

***Retail Store Supervisor Professional***

***Valid UAE Driving License***

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Profile Summary

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| Enthusiastic, Service-oriented and Gulf experience Professional equipped with 14+ years of outstanding performance and proven expertise in domains of Retail Sales & Marketing, Business Development, Brand & Product Management, Wholesales & Retail, Client Relations and Customer Service gained with one the largest international fashion companies (ZARA Fashion). Track record of exceeding sales objectives, delivering results under stiff competition and providing ongoing service leading to add on sales and long-term customer loyalty. Exercised functional supervision over staff, managed effectively stressful work environment, maintain merchandising value within retail stores and restore client relations. Eager to deliver key significant contributions to business growth by developing strategic plans; whilst delivering high service standards and fostering contacts with industry key players; Seek a challenging work profile where gained skills, expertise & industry knowledge will have a valuable impact.    **Strenght & Skills** |  | |
| * Gained 14+ years experience within diversified industry * Adept with wide range of Fashion product portfolio * Versed with RFID Systems & Stock Management skills * Outstanding Team Spirit & Leadership Capabilities * Sterling Inventory Control & Merchandising Skills | | * Expertise in Sales Management & Retail Operation * Perceptive with Aging analysis & Stock Liquidation * Excellent Up-selling and Cross-selling Techniques * Communication/Negotiation/Problem Solving skills * Possess Integrity, Creativity, Honesty & Teamwork | |
| Career Snapshot  **Sales Associates –** *ZARA, (Azadea Group), Dubai Mall, Dubai* **Jan 2012 – Present**  **Salesman/Electrician/AC Technician –** *Power Electric House, Pakistan* **Oct 2006 – Dec 2011**  **Telephone Operator –** *Telebrands, Pakistan* **Jun 2004 – Nov 2005**  **Sales cum Technician –** *Japan Telecom, Pakistan* **Oct 2003 – Mar 2004** | | |
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Areas of Expertise

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**Retail Store Supervisor**

* Allocate resources and organizes processes to drive profitability in a variety of situations and market conditions.
* Manage an appealing, easy-to-shop environment for customers by ensuring visual merchandising and housekeeping standards are maintained consistently throughout the store.
* Create a culture where all store activity and assets are for showcasing and driving brand equity.
* Ensure store team compliance with all store policies and procedures in addition to providing suggestions and ideas on ways to improve systems and processes.
* Drives continuous improvement in stockroom processing and replenishment procedures. Minimize loss by ensuring all loss prevention procedures are followed and adhered too.
* Track store performance data (e.g. best sellers, weekly forward demand,) and responds with solutions that drive commercial success.
* Apply understanding of behaviour and patterns of the store’s customer base, drawing conclusions for making relevant adaptations to service and/or product offer.
* Actively monitors customer satisfaction and feedback systems to drive continuous improvement.
* Lead service by example and ensures highly visible and effective customer service management at all times.
* Coaches, motivates and inspires team members to accomplish store goals and maximize their individual performance.

**Sales Associates –** *ZARA, (Azadea Group), Dubai Mall, Dubai*

* Welcomed customers, approaching potential buyers, offering advice, recommending products, explaining user instructions, collecting payments, and handling customer complaints.
* Monitored the product in the store. Ensure that merchandise is on proper displays, lock-unlock products and display the new collection accordingly to the standards of the store.
* Identified what is in the window display, monitor stock levels, allocating alternative products available.
* Lead the sales team on the arrangement of retail goods and ensure the team is capable to arrange display according to the merchandising rules.
* Greet, assist and serve the customers in the store and provide excellent shopping experience, in order to ensure the provision of the highest standards of customer service and to achieve maximum sales.
* Demonstrated professional behaviour and constant approach to sales and address customer needs.
* Provided feedback to the management team about the product and new lines. Administered presentation of the products or services, and make recommendations.
* Knowledgeable of new trends as per the season and stay abreast with the current fashion in the market, understand the fast moving items and ensure the availability of the product. Provide alternative product to the customer

Proven Job Role

**Salesman/Electrician/AC Technician –** *Power Electric House, Pakistan*

* Responsible for repairing electric appliances and devices for any brand. Work on all types & models of A/C’s.
* Handled customer queries adhering to company’s policy and swiftly resolve customer complaints in a professional and effective way. Organize the after-sale service to maintain relations for customer’s satisfaction. Assisted, motivate and encourage new employees to achieve sales target.
* Responsible for installing, maintaining and repairing heating, ventilation, air-conditioning and refrigeration systems.

Other Experience

**Telephone Operator –** *Telebrands, Pakistan*

* Performed Telephone Operator. Call the customers and inform them about new products and current deals.
* Effectively handle customer complaints and suggest and introduce them to our new arrivals.

**Sales cum Technician –** *Japan Telecom, Pakistan*

* Responsible for dealing with customers within a shop. Assist customers with buying phones as well as assisting with technical problems.

Eduction / Trainings & Seminars

* Diploma in Associate Engineering – 2008
* English Language - 2013
* Computer Repairing - 2004
* Mobile Repairing – 2005
* Service Excellence Training – Azadea Group
* Proficient in MS Office application (Word, Excel, PowerPoint, Email applications & Internet).

Personal Details

Nationality : Pakistan

Date of Birth : 10th Oct 1987

Marital Status : Single

Visa Status : Employment

Languages : English, Urdu, Hindi, Arabic

Driving License : UAE Driving License

Reference : Available upon request