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| f**SHAFIULLA**Warehouse Operation In charge

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|  | **Contact** |  |
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**Email ID:** shafiulla.384032@2freemail.com

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|  | **Profile** |  |
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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.

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|  | **Education** |  |
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| **Masters in Business** **Administration (OM)**Thanthai Hans Roever College of Education2012-2015 |  2012 |
| **Masters of Computer****Applications (M.C.A.)**Thanthai Hans Roever College, Perambalur2012-2015 |  2009 |

**Bachelors of Computer****Applications** Thanthai Hans Roever College, Perambalur 2003-2006

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|  | **Skills** |  |
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* Communication
* Selling skills
* Time Management,
* Customer Service,
* Negotiation,
* Innovative thinking
* Problem solving skills
* Trading and non-trading skills
* Effective leadership skills
* Strong analytical skills

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|  | **Achievements** |  |
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* Level 1 Award in retail skills
* Best quality operation team leader certificate from Nimshi.com
* Best performer award

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|  | **References**  |  |
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| * Available upon request
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|  | **Work Experience** |  |
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| **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
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| **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
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