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**ZAHID**

Email: [zahid.389320@2freemail.com](mailto:zahid.389320@2freemail.com)

**Seeking assignments in Retail Operations with a growth oriented organization of repute**

**EXECUTIVE SUMMARY**

An experience of **over 10 years** in retail operations & customer relationship management.

**AREAS OF EXPOSURE**

*- Retail Operations - Merchandising - Product Promotion*

*- Business Development - Inventory*

*- Shrinkage Control - Customer Relationship Management*

**EMPLOYMENT PROGRESS**

**Aug’15 – July’18 Porsche Design, Mumbai Store Manager**

**Key Deliverables;**

* Overall store management and meeting up with the budget and excellent customer service.
* Manage store operations by ensuring exceptional performance and excellent customer service.
* Visual merchandising and co-ordination.
* Follow Store SOP's and achieve store KPI's.
* Develop and implement employee performance evaluation and improvement plans.

**EMPLOYMENT PROGRESS**

**Mar’13 – April’15 Tommy Hilfiger, Dubai Assistant Store Manager**

**Key Deliverables:**

* Manage store operations by ensuring exceptional performance and excellent customer service.
* Management of all store operational issues, to include store housekeeping, store administrative duties, physical inventory, price changes etc.
* Visual merchandising and co-ordination with store and zonal VM.
* Follow Store SOP's and achieve store KPI's.
* Develop and implement employee performance evaluation and improvement plans.
* Motivating, organizing and engaging team to ensure set targets are met.
* Follow I-Manage for overall brand standards.
* **Maintaining highest level service and floor standards.**

**APRIL’12-FEB’13 Trent Limited (ZARA), Mumbai, INDIA RESPONSIBLE**

**Key Deliverables;**

* Overall category and department management
* Producing regular reposts daily, weekly, monthly, quarterly, yearly basis.
* Follow Store SOP's and achieve store KPI's.
* Assist customers in all aspects of store services including handling complaints

And inquiries.

* Visual Merchandising with store VM
* Category wise sales report
* Ensure interior and exterior of store is maintained to company standards
* Analyzing Sales & Stock Status
* Train and supervise employees
* Ensure banking is manage efficiently and cash and receipts are reconciled
* Manage weekly inventories
* Briefing team leaders on a daily basis

**NOV’09 -Nov’11 Landmark Group, Saudi Arabia Sales executive/VM**

**Key Deliverables:**

* Accessories and Footwear (Ladies, Men’s & Kids) in Riyadh, Kingdom of Saudi Arabia.
* Responsibility of handling Fashion Store, NEW LOOK – UK’S FAVORITE VALUE FASHION CHAIN with Apparel, Participating in overall operations of the store, meeting the targets and ensuring profitability of the store.
* Align Visual Merchandising to sales plans to increase sales.
* Monitoring and controlling store compliance in all areas, including customer care, effective planning and development, organization and time management.

**NOV’08-AUG’09 FUTURE GROUP” PANTALOON RETAIL INDIA LTD. FASHION ASSISTANT**

**Key Deliverables:**

* Responsibility of handling ‘ALL’ a plus size zone for both men and women& Customer Service Department in PANTALOON, phoenix mills, lowerparel, MUMBAI. “40,000 Sq. Feet Store with Carpet Area 33,000 Sq. Feet”.
* Regular review of Business and workout strategies on weekly basis.
* Strategy to increase Cash memo size and quantities through announcements and proper promotional graphics.
* Customer Retention by delivering international shopping experience.
* Align Visual Merchandising to sales plans to increase sales.

**Jan’07-July’08 WESTSIDE ‘TRENT LIMITED’ (A TATA RETAIL ENTERPRISE) SALES ASSOCIATE**

* Responsibilities of handling customer and floor.
* Looking after the tidiness and cleanliness.
* Stock replenishments and stock shuffling.
* Looking after the billings and customer queries.
* Looking over warehouse operations.

**ACADEMIA**

**PROFESSIONAL QUALIFICATION.**

* Professional training provided by ‘FUTURE GROUP’.

**EDUCATIONAL QUALIFICATION.**

HSC.

**B.com**

**TRAINING & ACHIEVEMENTS**

* N.C.C. Training in School and College / NCC ‘A’ Certificate holder.
* Awarded best teamwork in WESTSIDE.
* Undergone training in basic Fire Fighting and First aid.

**ASSETS**

* Leadership skills, Quick learner, sincere, honest and dedicated towards profession and responsibilities.

**INTERESTS**

* Interacting with People, sharing knowledge, helping needy people, Traveling and reading books.

**PERSONAL INFORMATIONS**

**Linguistic Abilities :**  English, Arabic, Urdu, Hindi, Marathi

**Date of Birth :** 23 Oct 1985

**Marital Status :** Married

**Height :** 174 cm.

**Weight :** 70 kg.

**Complexion :** fair.

**Eyesight :** 6 / 6 both.

**Blood group :** B-positive.

**Driving License : India / UAE.**