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# uvaiz new picture IMG_0004 Prince

 **Country** **:** Dubai, United Arab Emirates

 **E-mail** **:** Prince-394870@2freemail.com

 **career profile**

 **Ability to lead, train and maintain an enthusiastic, Self-motivated, retail store manager & leader with more than 10 years of U.A.E active experience. Possess the required determination to improve performance with utmost sense of obligation and carefulness. Notable managerial qualities that can help in managing the work efficiently for achieving the store’s goals: Effective Communicator | Decisive | Delegating Talents | Ability to Listen | Desire and Ability to Solve Problems , proven skill to seek out potential sales in new areas, strong analytical planning skills, combined with the ability to coordinate the effort of many to meet organizational goals. I am able to extend my knowledge and abilities in a meaningful way to the success of the company through the application of my skills & extensive experience of 10 years in retail , administration & customer service .**

**OBJECTIVE STATEMENT**

**Seeking a challenging carrier in , retail store management & customer care position where I can utilize my 10 years’ of experience as a retail sales store manager to contribute management/leadership /customer care and interpersonal skills to the benefit of the organization.**

**PROFESSIONAL EXPERIENCE**

**RETAIL STORE MANAGER IN MARINA MALL ABU DHABI U.A.E. (APR 2006 TO PRESENT)**

**KEY ACTIVITIES**

* Help create as well as maintain a store culture focused on the international customer, enhance the buying experience plus build relationships with different language speaker & different nationalities that lead to long term business growth, demonstrate detailed knowledge of product.
* Extensive experience in management, visual merchandising of product in store windows, ceilings and floor of the store.
* Positively affect profitability in the area of customer service, sales, inventory, and expense control risk management.
* Responsible for effective implementation of all visual merchandising standards operational direction.
* Ensure that standards are being followed, including floor and ceiling sets, cleanliness, marketing

 Signage, sales promotion.

* Help create merchandise presentations as well as displays that have impact, are customer focused maximize sales.
* Ensure each customer is welcomed in to the store in a warm genuinely sincere manner.
* Ensure the appropriate quality time is spent with the customers, asking questions in order to learn about his/her needs preferences lifestyle.
* Led and motivated the store team to increase sales and ensure efficiency.
* Maintain high standards of display & visual merchandising to ensure the store is well presented.
* Organizing the recruitment and training of staff, as well as monitoring staff performance and progress;
* Managed the store’s stock levels – Made key decisions about stock level and stock control.
* Making the schedule of staff according to the flow of customer point of view for the company..
* Monitored the sales floor regularly, talking to staff and customers, and identifying and resolving urgent issues.
* Responded to customer comments and complaints, by email & satisfy them.
* Maintained awareness of market trends in the retail industry
* Helping customers, Motivate the staff to help increase sales by suggestive selling. Ringing in sales and doing closing procedures.
* Maintaining the store to look fresh and clean on a daily basis to provide a comfortable shopping environment for the customer. Working closely with other employees and delegating jobs.
* Feel the pulse of the customer related his/her choice, accordingly reply and suggest to the customer for purchase product from our store.
* Managing cash and payment systems in accordance with company procedures and policies.
* Processing returns and refunds as required in line with company procedures.
* Adding new ideas for the growth of the company and put in front of the management for improving the sale of store.

 **Key Skills**

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|  |  | * **Customer Service Excellence**
* **Teambuilding/Training/Supervision**
* **Inventory Management**
* **Visual Merchandising Strategies & display**
* **Retail Store Operations**
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* **Daily final sale closing ,daily sales report sending in company format**

 Education

* **Bachelor of Commerce from Lucknow University, Lucknow, India.**
* **Diploma in software technology & system management from NIIT Lucknow, India.**
* **Diploma in international airlines & Travel management from Trade Wings, Lucknow, India.**

Previous Employment History

**Customer care executive in call centre of Airtel up East Lucknow (DECEMBER 2004 –january 2006)**

I worked in indo Canadian company as a Customer Care Executive in domestic process of call center. They have many call centers in India and abroad.

 **Responsibilities**

* Assisted customers with their queries and problems by phone and e-mail.
* Established and maintained contacts with new and existing customers as per the direction of the supervisor.
* Forwarded important and serious matters to the seniors
* Transferred urgent calls to the required departments quickly and accurately.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.
* Motivating existing customers to use new & upcoming VAs
* Ability to manage both inbound and outbound calls effectively.
* Resolved customers’ technical issues over the phone
* Made sales calls for soliciting business from new customers
* Responds to telephone inquiries from India and abroad about the company’s products or services following script and procedures. Investigates customer’s complaints and resolve the problems.

**Abilities**

* Ability to perform over 100 inbound and outbound calls any day to customer base
* Good experience in receiving inbound calls from customers.
* Excellent written and verbal communication skills, with an eye for detail.
* Quick learner about products and services.
* 4 years of customer service.
* Excellent operational knowledge of MS Office, PC windows platforms including 2000/XP/Vista.

 **Executive, Telesales, INDIA.**

 **(June 2002 - December 2004)**

I worked from June 1st 2002 to December 24th 2004 as a Sales Executive in G.I.D.(Guest Invitation Department) and Tele Calling

 **Responsibilities**

* **I** worked as a sales executive over there. I also did Tele Calling for those guests attend our meeting, they will aware about our Resorts, Resorts location, Resorts products, Member ship fees of resorts. These guests later convert in our customer.
* Through Tele calling, I had to speak a script, regarding the program, Time, Venue of meeting in mostly Taj continental Lucknow.
* I also had to sell out the member ship of the Resorts.U&V Marketing and Redistribution is a contracting company. This company has tie up with Shivgarh Resorts Pvt Ltd. (Website: [www.uandv@net](http://www.uandv@net) ).They are selling membership of shivgarh resorts of all over India.

**PARTICIPATED IN CENTURION BANK (MARCH1 2003 TO MARCH 31 2003)**

I worked in **Centurion Bank Ltd.** Tekari Chambers 17/3, Ashok Marg Lucknow U.P, INDIA-226001 as a **Business Executive** from 1-03-2003 to 31-3-2003. Phone No: 2201227, 2230551, Fax: 2201203.

 **During participation responsibilities**

My Nature of job was to **open different accounts**, Like, **Salary** A/C, **Saving** A/C, **Current** A/C, **Fixed Deposit**, short term A/C. These are the products of the bank. I had to motivate people with stating special services of our bank and to open new accounts in our bank. I had to complete the Forms and formalities related to accounts opening. The Bank was associated with foreign banks, our correspondence banks are as follows: Union bank of California Intl 2 worlds Trade center suite1410 network ny10048 (USA). Keppel Tetley Bank of Singapore, 10Hoechang road Keppel Towers Singapore 089315, and ABN Amro Bank, website is: www.centurionbank.com.

**INTERPERSONAL Skills**

* **Skilled in maintaining and developing professional relationships with clients**
* **Possess effective communication skills**
* **Daily sales summary Report writing skills**
* **Computer Literate, knowledge of Ms Office like Microsoft word, Excel, Access,**
* **Power point and internet Explorer.**
* **Interacting with different kind of Customer**
* **Good Knowledge of visual Merchandising, Stock Management & store window or floor display**
* **Leadership skills**
* **Coaching and Mentoring skills**
* **Customer service orientation**
* **Proactivenes and flexibility**
* **Teamwork & collaboration**
* **Result orientation**

**PERSONAL INFORMATION**

#### Date of Birth : 13-09-1974

**Sex :** Male

**Nationality :** Indian

**Marital Status :** Married

**Driving lisence** : Applied for final ,road test

##### Visa Status : Resident visa Dubai (U.A.E)

#####  Visa Validity : From 2018-8-05- To 2020-8-04

**Languages known**  **:**  English [fluent] written & spoken, Hindi [fluent] written & spoken,

 Urdu [fluent] spoken & written [basic] , Arabic spoken & written

 [Basic]

**Current place : Dubai**

**Prince**