**MANISH KUMAR**

**Contact Number : +971523579961**

**WhatsApp Number: +96895611601**

**E-mail address: manish26121988@gmail.com**

**Career Objective:**   
 To gain a dynamic and challenging role in areas of Sales, Marketing and

Merchandising that will offer me the best opportunity for further development

of my abilities, expertise previous experience skills and knowledge in an established

company with long term career growth possibilities.

**Personal Skills :**

* Work with dedication and determination.
* High energy work ethic and commitment to client service
* Interest in learning new things and implementing
* Ability to work individually and in group
* Target oriented, Good communication and Presentation skills.

**WORK EXPERIENCE :**

* Working with Apparel Group (SMYK), Oman from 2019 as Store Manager.
* Worked with The Children’s Place, Oman from Oct 2017- July 2019 as Store Manager
* Worked with Sana Fashions, Oman from May 2015 – Aug 2017 as Asst. Store Manager
* Worked with United Colors of Benetteon, India from Dec 2008 – April 2015 as Store

Manager.

* Worked with McDonald’s, India from Dec 2007 – Dec 2008 as Crew Chief.

**RESPONSIBILITIES:**

**Customer Focus**

* Effective resource planning for customer service
* Ensure regular training of store staff on all aspects of customer service, product Knowledge and selling skills
* Implements a high standard of customer focus within the store
* Regularly assesses customer service standards within store
* Ensure customer needs are met and complaints/queries are resolved in a timely manner
* Assess mystery shopping feedback and prepare action plan for improvement

**Sales and Commercial Profit**

* Achieve the revenue targets for the store
* Achieve target productivity metric (sales per person per day or the store)
* Actively seeks ways to achieve or exceed shop sales targets
* Monitor and control expenses through efficient store operations
* Interpret and act on operational profit and sales reports

**Shop Keeping and Store Standards**

* Ensure accurate stock merchandise and management within the store.
* Oversees and monitor all point of sales activities in the store which includes Sales transactions, tracking customer orders and Payments, registering sale and maintaining inventory updates, providing Service, handling returns and refunds, gathering consumer data for feedback
* Oversee and monitor the inventory management in the store ( stock Availability, order management, back store management, stock Movement within store)
* Ensure that the store is in compliance with the company policy for all
* Ensure the company policy and procedures are communicated in a timely Manner and adhered to accordingly
* Oversee cash transaction entry and management (petty cash, cash tracker & banking details)
* regularly audit own store administration and resolve any issues
* Monitor and continuously seek to understand commercial environment, local Trading patterns, competitor activity and market trends in the retail sector and their impact on store.
* Monitor and handle customer complaints and take corrective action in line with Company policy
* Maintain window and in-store displays to a high standard in line with Merchandising guidelines
* Prepare and review store reports on sales, commercial profit and stock ageing(Slow moving, fast moving and non-moving items)
* Maintain a high level of store health and security for company assets, cash, stock and customer property
* Ensure seasonal peaks, important trading/promotional events are taken account of when preparing forecasts and staff rosters

**People Management**

* Ensure store expectations and priorities are communicated to staff
* Review and provide regular feedback on staff’s performance against expectations
* Carry out regular and relevant in-store training and enrol staff on relevant Learning and Development courses
* Support induction of new recruits through buddy system
* Monitor staff welfare ( staff accommodation and transport) and facilitate complaint resolution
* Oversee staff development and drive motivation levels of the store associates
* Ensure effective resource planning and succession planning

**Educational Qualification:**

* Graduated from Delhi University, India.

**Technical knowledge :**

* Technically proficient in computer with knowledge of MS office and internet.

**KEY ACHIEVEMENTS:**

* Awarded best employee award ( United Colors of Benetton, India) - 2009
* Awarded best manager award (United Colors of Benetton, India) – 2012
* Awarded best Store Manager of the Quarter in Sana Fashions GCC.

**Date of Birth:** 26th December 1988

**Gender:** Male

**Nationality:** Indian

**Language known**: English, Hindi & Basic Arabic

**Passport No**: M5324372

**(Manish Kumar)**