



- Exceeded sales targets by 97% in 2022.
- Promote green retailing strategies in Business.
- Exceeded sales targets by 30% in Q4 2022.
- Renegotiated and implemented sales deals that brought an extra 50K in last year 2022.
- Handling the E-com online applications since 2022.
- Participated in events like WTTC & Aramco catering held in Riyadh & Jeddah in 2022.

ORGANIZATION: **KAKAW MANUFACTURES (LLC)**
 BRAND: MIRZAM CHOCOLATE
 TENURE: JANUARY 2019 – MARCH 2022
 DESIGNATIONS: RETAIL SUPERVISOR
 COUNTRY: United Arab Emirates (ABU DHABHI)



Primary Responsibilities

- Manage retail staff, including cashiers and people working on the floor.
- Formulate pricing policies.
- Ensure pricing is correct.
- Work on store displays.
- Attend trade shows to identify new products and services.
- Coach, counsel, recruit, train, and discipline employees.
- Evaluate on-the-job performance.
- Identify current and future trends that appeal to consumers.
- Ensure merchandise is clean and ready to be displayed.
- Maintain inventory and ensure items are in stock.
- Ensure promotions are accurate and merchandised to the company's standards.
- Utilize information technology to record sales figures, for data analysis and forward planning.
- Ensure standards for quality, customer service, and health and safety are met.
- Monitor local competitors.
- Ensure hours of operation are in compliance with local laws.
- Maintain store cleanliness and health and safety measures.
- Organize and distribute staff schedules.
- Preside over staff meetings.
- Help retail sales staff achieve sales targets.
- Manage different departments within the store.
- Handle customer questions, complaints, and issues.

ORGANIZATION: **M.H ALSHAYA CO.**
 BRAND: BATH & BODY
 TENURE: SEPTEMBER 2014 – DECEMBER 2018
 DESIGNATIONS: SENIOR SALES ASSOCIATE
 COUNTRY: United Arab Emirates (DUBAI)



Primary Responsibilities

- Support replenishment activities that keep the store full and abundant.
- Coordinating and supervising the day-to-day sales efforts of the team.
- Build a store environment that is sharply focused on consistently delivering exceptional in-store shopping experiences.
- Ensure all customers have engaging an efficient cash wrap experience.
- Handle customer complaints, questions, and issues
- Setting examples for other staff in areas of personal character, commitment, and work habits.
- Reducing shrinkage by managing loss prevention techniques.
- Leading, directed, and motivated the sales team.
- Gaining a thorough understanding of every customer's needs in order to offer them the best solution.
- Conducting real-time phone monitoring of staff.
- Maintaining staff attendance and punctuality reports.
- Ensure damages and testers are processed to standards.
- Monitoring and responding to changing service level requirements.
- Maintaining accurate records of customer contacts.
- Reinforce selling expectations, performance, results, and accountability with all associates
- Perform opening and closing routines including execution of bank deposits, receipt of shipment, and interpreting/disseminating company directives.
- Addressing individual and group training needs.
- Performs all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary.
- Plan floor set execution with the store manager to allocate resources accordingly.
- Ensure all SKUs are represented on the sales floor.

ACADEMIC EDUCATION

	EXAMINING BODY	YEAR
Bachelor of Arts (ENGLISH)	MONAD UNIVERSITY	2013
Higher Secondary (Commerce)	NIOS	2010
Secondary School	NIOS	2008

CERTIFICATION/ ADDITIONAL SKILLS

- Award Winner- Awarded Best Service Performance- Southern Gulf 2015(BATH & BODY SHOP)
- Award Winner -Achieved Super Sales 2016(BATH & BODY SHOP)
- Award Winner -Achieved inter-brand super-sales in 2019 (MIRZAM CHOCOLATE)
- Award Winner- Honored to be one of the top performers of the month in 2021(MIRZAM CHOCOLATE)
- Soft Skill Certificate by State West Bengal)
- Base Line Certificate by State West Bengal)
- MS Office- All versions, esp. MS Word, MS PowerPoint, and MS Excel)
- MS Excel- MS Formulae, Reports Automation, Macros, Presentations writ. Analysis)

TRAININGS & WORKSHOPS

Hospitality I Management

- 24 months of Hotel Management training from a Community College
- Year - 2011

Aviation Training

- 12 months of training from the Aviation Training School
- Year - 2012

INTERESTS AND HOBBIES

Hobbies include anything to do in sports, Philosophical study, reading historical books. Enjoy and actively participate in a wide variety of sports, political discussions, and creative activities.

PERSONAL INFORMATION

Father's Name : Samson Lopez
Date of Birth : 18-09-1990
Religion : Christian
Present country : India
Passport No. : V8739772

Declaration

I hereby declare that the above given information are true and correct to the best of my knowledge and belief.