

# PETER LOPEZ

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Present Country: United Arab Emirates

Visa Status – Visit Visa

Visa Expiry – 4<sup>th</sup> October 2023



## PROFESSIONAL SKILLS

- Hospitality Management / Operations Management / Food & Beverage Management
- Process Improvement / Time Management / Innovative Leadership / Decision Making

## PROFESSIONAL SYNOPSIS

- Top-performing, Retail Assistant Manager with a proven record of success in luxury hospitality and retail. Proven success in exceeding demanding targets and business objectives while remaining focused on providing exceptional service to all clients. An innovative leadership with an outstanding ability to develop multi-skilled teams and implement effective new procedures to optimize operational effectiveness. Fluent in English, Hindi & Tamil. Proficient in using Microsoft Office.
- Worked in 3 Countries with 9+ years of experience in the Retail and Hospitality Industries.

## PROFESSIONAL WORK EXPERIENCE

ORGANIZATION: **BATEEL DATE & CHOCOLATE FACTORY (LLC)**  
TENURE: MAY 2022 – APRIL 2023  
DESIGNATIONS: ASSISTANT MANAGER  
COUNTRY: KINGDOM OF SAUDI ARABIA (RIYADH)



- Tracked and analyzed sales and customer trends in order to maximize sales and revenue while minimizing expenses in store.
- Grew sales by 25% by implementing an endless aisle.
- Promoting Online payments and Online Orders that increased sales by 30%
- Prepared daily work schedules for and assigned tasks to employees, scheduled deliveries, and enforced company policy.
- Implemented a system of mystery shoppers whose feedback lead to a 20% increase in satisfaction among both customers and employees.
- Preparing Quotations and Invoices for clients' requests. Providing them Discounts based on the Company Policy.
- Weekly monitoring of the SOH in the boutique. Monitoring near Expired products.
- Applied retail KPI knowledge to make strategic commercial decisions that lead to exceeding sales targets by 10% a quarter.
- Monitored sales transactions and ensured sales procedures were followed properly
- Managed retail staff recruitment and on boarding leading to a 15% decrease in wait time for new employee hiring.
- Reviewed store P&L with Store manager and District Manager to reduce costs in several areas.

### Key Achievement:

- 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)



**M.H. Alshaya Co.**

### 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.