

Contact Information

Hamlim Street Al Barsha,
Dubai, UAE

+971-528147914

Email: ramtamang@rocketmail.com

LinkedIn

<https://www.linkedin.com/in/ram-tamang>

Skills

- Customer needs Analysis
- Sales Management
- Merchandising
- Market Research
- Communication Skills
- Time Management
- Interpersonal Skills
- Report Building
- Conflict Resolution
- Commercial awareness
- Adaptability
- Attention to Details
- **Ms- Office (word, excel, PowerPoint)**

Education

Bachelor in English, 2006
Rajiv Gandhi University – India

High School –India

Awards

- ARC ALSHAYA - 2022
- BE YOU- ALSHAYA-2014
- Employee of the month - 2011
- WINNER of fashion show- 2006
- Best Artist- 2006

Ram Bahadur Tamang

Manager /Team Leader/Supervisor

SUMMARY

Sales -oriented **Assistant Store Manager** with **10+ years of experience** in Retail Sales, Store Management, Inventory Control, Sales Planning and Customer Interactions. Seeking a position with the company on a long-term basis to boost the company sales objectives. Motivated and trained 43+ sales team on sales methodologies and **increased sales by 20% in a single year.**

WORK EXPERIENCE

Alshaya Group, 12/2020 - 05/2022

River Island, The Galleria Mall, Abu Dhabi

Assistant Store Manager

- Tracked and analyzed in order to maximize sales and revenue while **minimized expenses in all 3 locations.**
- Controlled company assets by meeting all loss prevention measures: in and out stock movements, sales, exchange, refunds, and store maintenance.
- Applied retail KPI knowledge to make strategic commercial decisions that lead to **exceeded business plan for the year 2021.**
- Coached team and trained on methods for handling various aspects of sales, complicated issues and difficult customers.
- Handled the customers' queries and complained, which increased **customer satisfaction by 10% monthly.**

Accomplishments:

- Implemented a strategic plan that led to **achieved annual sale target** for the year 2021.
- Expanded customer base by 55% within first six months of the year by employing sales strategic planning.
- **Trained 43+ Sales team members successfully** for five years.

Alshaya Group, 03/2017 - 11/2020

Topshop Topman, Dubai Mall

Assistant Store Manager

- Worked collaboratively with team to devised strategic solution and **exceeded monthly, quarterly and yearly sales goals.**
- Managed employee schedules, appraisals to build staff performance reviews and enforcing disciplinary actions.
- Coordinated weekly conference manager meeting to communicate sales and customer service goals.
- Interacted with customers to recommended products that best suit their tastes, interests and needs, **achieved a more than 98% in customer satisfaction survey.**
- Implements all merchandising as per the Brands guidelines.
- Monitored sales transactions and policies and procedure to meet quality and customer service standards.

Training

- Attended being prepared for daily Business Training.
- Attended Sales Merchandising, Customers, and Misconduct Training.
- People Management.
- English Teaching Methodology Aids Program

Passport Details

Passport No.: 07636715
Date of Issue: 17/July/2014
Date of Expiry: 16/July/2024
Visa Type: Tourist Visa

Languages

Hindi, Nepali: Native language
English and Arabic (Conversational)

Interest

Fashion
Art
Music
Sports
New Technology
Travel

References

Mrs. Shama Lakshila
(Store Manager)
0589626950
Email : shamadesandi@yahoo.com

Accomplishments:

- Decreased the cost and **losses by 50% to 10% within 6 months.**
- Exceeded sales targets and activity metrics: **KPIs at the level of 130% and scored 95%** in voice of customer satisfaction survey.

Alshaya Group, 05/2015 - 02/2017
Topshop Topman, Dubai Mall

Visual Merchandiser

- Created and implemented a Visual Merchandising strategy for the store. Contributed to the store's visual appeal to bring in customers.
- Collaborated with cross functional team to developed action planned to meet stated business deliverables and KPIs.
- Analyzed flow of traffic in store to ensure **95% more visibility of displays.**
- Executed merchandising, window displays and floor moves on seasonal changes, business need and trends.

Accomplishments:

- Developed seasonal themes that **grew the business by 20%** in 2016.
- Promoted as Assistant Store Manager.

Alshaya Group, 07/2012 – 04/2015
Topshop Topman, Mall of the Emirates

Sales Associate

- Performed sales duties in busy flagship store, including opening, closing, cleaning, stocking and customer services.
- Maintained high-level product knowledge. **Received 95% positive marks** for conveying product features and benefits, as report in customer survey.
- Built customer loyalty through stronger relationships retained average repeat customer score higher than other associates.
- Processed cash and credit payments, using point-of-sale (POS) systems with 100% accuracy.

Accomplishments:

- Maintained 20% cross selling rate, **beat store KPI targets by 25%.**
- Collaborated with 31 team members to hit 90%+ customer satisfaction

Afkar Group, Sharjah, 10/2009 - 05/2012

Sales Associate

- Assisted over 50+ customers' everyday in selecting the best product and services.
- Efficiently operated point of sale system.
- Hit and **exceeded individual targets by 20% and rewarded.**

Accomplishments:

- Enhanced the department sales by 50% in 2010 and 2011.

Residential English School, India,07/2006 – 06/2008

English Teacher

- Provided feedback based on workload and classroom behavior.
- Provided additional support to struggling students, promoting improved academic confidence.

Accomplishments:

- Implemented behavior program, which **reduced incidents of unacceptable behavior by 80%.**