



SUHAIB MUHAMMED

Supermarket Manager

CONTACT

AL JUMOOM,
MAKKAH AL MUKARRAMAH
SAUDI ARABIA

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PERSONAL INFORMATION

DOB: 17TH OCT 1989
NATIONALITY: INDIAN
GENDER: MALE
MARITAL STATUS: MARRIED

IQAMA: TRANSFERABLE

SKILLS

- Budgeting
- Sales and marketing
- Staff Management
- Written Communication
- Teamwork and Collaboration
- Data Entry
- Analytical and Critical Thinking
- Report preparation
- Complaint resolution
- Stock management

SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

WORK EXPERIENCE

Supermarket Manager

Mar 2020 – Dec 2022

Yahya Abdul Ati Al Lahyani.Co.

- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Encouraged departmental employees to present positive, exemplary image to customers.
- Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success.
- Developed detailed plans based on broad guidance and direction.
- Supervised site investigations, reported issues and escalated those that required further assistance.
- Identified and communicated customer needs to supply chain capacity and quality teams.
- Performed supplier risk evaluations and supported regulatory inspections.
- Managed overstocking, restocking and inventory control procedures.

Assistant Manager

Dec 2018 – Feb 2020

Ahla Banan Sweet factory

- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Increased employee performance and job satisfaction to strengthen retention and engagement.
- Created employee schedules to align coverage with forecasted demands.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Reviewed sales and gross profit report to assess company efficiency.
- Introduced new products or services, increased marketing activities and improved customer service to drive sales.
- Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.

LANGUAGE

ARABIC
ENGLISH
HINDI
TAMIL
MALAYALAM

HOBBIES & INTERESTS

READING MAGAZINE
LISTENING MUSIC
TRAVELLING
DRAWING
PHOTOGRAPHY

Assistant Manager

Oct 2015 –Nov 2018

Nesmah al ain water factory

- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Created employee schedules to align coverage with forecasted demands.
- Assessed manufacturing processes and recommended improvements to increase productivity.
- Inspected products and worker progress throughout production.
- Followed quality standards and procedures to minimize errors and maximize customer satisfaction.

Supervisor of Factory Operations

Sep 2012 –Sep 2015

Nesmah al ain water factory

- Delivered factory-level communications and tactical direction and drove achievement of quality, delivery, productivity and financial performance goals and objectives.
- Conducted research, market analysis, cross-referencing and testing and made independent judgments in applying guidelines for factory operation.
- Created and delivered manufacturing labor cost and price input for customer quote reviews.
- Analyzed financial reports, assessed factory productivity and devised plans of action to build productive plant operations.
- Worked in matrix management environment with oversight of division level managers, operations, sales, finance, human resources, safety and compliance.
- Identified procedure or process changes required to improve performance and productivity.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.

Technical Support Executive

Dec –2011 – Apr 2012

Sun Business Solution

- Oversaw troubleshooting, technical issue resolution and consulting services to upgrade technology infrastructure.
- Extended analysis to assist technology team efforts to escalate and resolve issues.
- Analyzed and developed service goals for in-bound call center.
- Identified key technology defects to streamline problem resolution.
- Developed and implemented training initiatives for new hires.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

Customer Care Executive

Apr 2010 – Nov 2011

Allsec Technologies Ltd.

- Coordinated timely responses to online customer communication and researched complex issues.
- Employed comprehensive benchmarks to establish and monitor customer service standards.
- Logged call information and solutions provided into internal database.
- Navigated multiple computer systems and applications to find information.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Responded to customer calls and emails to answer questions about products and services.

Marketing Executive

Sep 2009 – Mar 2010

G-TEC Computer Education Centre

- Developed and executed marketing programs and general business solutions resulting in increased company exposure, customer traffic and elevated sales numbers.
- Developed technical and non-technical marketing presentations, public relations campaigns, articles and newsletters.
- Analyzed consumer usage patterns to identify trends and target key demographics.
- Implemented key initiatives and activities aligned with brand strategy and brand advocacy.

EDUCATION

FINAL YEAR BACHELOR DEGREE (ENGLISH LITERATURE)

CALICUT UNIVERCITY

HIGHER SECONDARY

Board of Higher Secondary Education

SSLC

Board of Secondary Education

TECHNICAL KNOWLEDGE

MS OFFICE

PHOTOSHOP (BEGINNER)

FLASH (BEGINNER)

**PLACE: AL JUMOOM – MAKKAH AL
MUKARRAMAH**

DATE:

DECLARATION

I hereby declare that the above-furnished details are true and correct to the best of my knowledge and I am in possession of the documents in proof of the claim made in this resume.

SUHAIB MUHAMMED