



IMRAN HUSSAIN SHAIKH

STORE LEADER

CONTACT

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Saudi Arabia

EDUCATION

BACHELOR OF COMMERCE
Financial Accounting & Audit
2008

TECHNICAL SKILLS

- Store Management
- Inventory Management
- Team Leadership
- Quality Assurance
- Customer Service
- Sales and Promotion
- Health and Safety
- Problem Resolution
- Operational Efficiency

LANGUAGES

- ENGLISH
- ARABIC
- HINDI

SOFT SKILLS

- Attention to Detail
- Analytical Thinking
- Communication
- Time Management
- Teamwork
- Problem-Solving
- Technical Proficiency
- Adaptability

SUMMARY

Dedicated Retail professional with over 13 years of rich experience utilizing of team building environment. Harnesses skills and experience to greet and help customer as interpersonal skills in a fast-paced, customer-focused retail they search for product that meet their needs and desires.

WORK EXPERIENCE

STORE LEADER

SPAR STORE ALSADHAN GROUP(RETAIL)

03/2022-TILL DATE

Lead and **manage a team of 30+ employees**, including **sales associates, cashiers, and stockroom staff**

Drive **sales targets** and ensure the store meets/exceeds monthly, quarterly, and annual goals.

Conduct **staff performance evaluations**, provide coaching, and offer training on customer service, product knowledge, and company policies.

Oversee **daily store operations** including opening/closing procedures, cash handling, and ensuring the store is always clean, safe, and well-stocked.

Implement **visual merchandising strategies** to maximize product visibility and optimize space.

Analyze sales reports and inventory levels to make **strategic decisions that drive profitability**.

Resolve customer complaints and issues promptly, **maintaining a high level of customer satisfaction**.

Ensure adherence to health and safety regulations, store policies, and **compliance standards**

DEPARTMENT HEAD

10/2020-03/2022

Oversee daily **operations of the retail store**, ensuring efficient and smooth functioning. Led a team of 30+ staff, **providing training and development** opportunities to achieve department goals.

Maintain optimal **inventory levels of fresh and FMCG products**, ensuring timely replenishment and restock.

Coordinate with suppliers to secure high-quality fresh and FMCG produce and manage delivery schedules.

Ensure all fresh and FMCG products meet **quality standards and health regulations**.

Implement effective shelf management practices to enhance product appeal.

Address **customer inquiries and feedback** to enhance customer satisfaction.

Organize promotional events and campaigns for FMCG products.

Ensure **compliance** with Saudi Arabian retail and FMCG regulations.

Maintain high **standards of health and safety** within the FMCG department.

RECEIVING SUPERVISOR 01/2019-10/2020

- Oversee the **receipt, inspection, and documentation** of incoming shipments to ensure accuracy and quality standards.
- Maintain **organized stockroom** areas by implementing efficient storage systems and safety protocols.
- Collaborate with vendors **and suppliers to resolve shipment discrepancies** and ensure timely deliveries.
- Conduct periodic **inventory audits to maintain optimal stock** levels and reduce shrinkage.
- **Train and mentor junior staff in receiving procedures**, safety protocols, and company policies.
- Utilize inventory management **software to update and track stock** movement.

RECEIVER 09/2017-01/2019

- Managed receiving operations, including unloading, inspecting, and **verifying incoming shipments**.
- **Coordinated with suppliers and logistics** teams to ensure timely and accurate deliveries.
- Maintained **accurate records of inventory** and receiving activities, utilizing inventory management system.
- Inspected deliveries for **damage or discrepancies**, reporting any issues to management.
- **Organized and stored received** items in designated areas, ensuring optimal stock organization.
- Collaborated with other departments to ensure seamless **inventory flow and availability**.

HEAD CASHIER 05/2014-09/2017

- **Supervised and trained a team** of cashiers, ensuring efficient and accurate transaction processing.
- Managed **cash handling procedures**, including cash deposits, register balancing, and end-of-day reconciliations.
- Provided exceptional **customer service, resolving** issues and handling customer inquiries effectively.
- Implemented process improvements to streamline cashier operations and enhance **service quality**.
- Coordinated with other departments to ensure **smooth store operations and optimal customer experience**.
- Maintained a clean and **organized checkout area**, promoting a positive shopping environment.

CASHIER 08/2011-05/2014

- Processed **customer transactions quickly and accurately**, ensuring a smooth checkout experience.
- Handled cash, credit, and debit transactions, **maintaining proper accounting records**.
- Assisted customers with inquiries, provided **product information**, and resolved issues.
- Maintained a **clean and organized checkout** area to promote a positive shopping environment.
- Ensured proper bagging of purchased items to prevent damage and enhance **customer satisfaction**.

ACCOUNTANT

CA M.N.BANME MUMBAI 10/2010- 07/2011

- Supported tax accountants in the preparation of tax returns and financial statements.
- Engaged in daily client communication.
- Generated bank summaries for clients.
- Prepared income tax returns.
- Managed accounting books, meticulously recording all entries in Tally.