

Usman Ismail

Salesman cum merchandiser - AL RAWABI TRADING LLC

ABU DHABI, AE

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I am an experienced customer service representative looking for the similar position in your organization where I can implement my earned skills and knowledge for working efficiently analytical skills, problem solving attitude and positive approach has helped me a lot in the past and will help me in my work in the future too.

Work Experience

Salesman cum merchandiser

AL RAWABI TRADING LLC

2017 to Present

Responsible for day to day sales, merchandising, category planogram and promotions activation implementations.

KEY ACHIEVEMENTS AND RESPONSIBILITIES.

- Achieving monthly sales and distribution target of Carrefour Hypermarket. (Yas Mall), LULU Hypermarket, Supermarket and other B and C class markets in Abu Dhabi.
- Preparing market plan as per consumer profile to fulfill their needs in order to increase sales and marketing share.
- Maintaining regular stock on shelves and implementing FIFO.
- Ensuring product availability and visibility plans are implemented. National events promotion.
- Monitor stock movement and consider markdowns, promotions, price changes, nearly expiries clear out etc
- Remain up to date with the industries best practices and our competitor's activities.

Supervisor

2015 to 2017

my duties and responsibilities are managing a group of people and will spend time delegating tasks, negotiating workloads, assessing performance and reporting on developments.

- Delegating tasks.
- Monitoring the team performance
- Assisting the team by performing the task with them
- Helping with training and development
- Completing the paper work
- Handling the complains from both staff and customers and solving them with the professional way.
- Helping to hire new staff
- Reporting to senior management when required.
- Responsible for Daily, Weekly and Monthly inventory of all stocks.
- Handling the delivery section when its busy arranging the deliveries which can be together and make sure deliver on time.

Supervisor

Figaro's Pizza
2013 to 2014

Tasks and responsibilities are to supervise staff, making payrolls, stock ordering, supervising kitchen tasks, Monthly reports, dining area and dealing with customer complaints.

- Testing all equipment's to make it sure that all of these working as designed.
- Handle delivery section or Make table especially in busy hours.
- Always keeping the store in clean by implementing the cleaning captain system of the company.
- Enhance employee performance and attendance through daily mentoring, one-on-one discussion and motivational strategies.
- Increase employee knowledge by giving training and coaching with development and implementation of product-awareness programmed.
- Always promoting the action and attitude expected by company management by demonstration appropriate behavior on the job.
- Responsible for Daily, Weekly and Monthly inventory of all stocks.

Manager

Saffron Desi Restaurant
2011 to 2013

UK). On the mean time did work as a Security Supervisor London 2012 Olympics With G4S Security Company (UK).

- 1-Strictly implement and follow rules and regulation of the company.
- 3-Increase supervisors and employee knowledge by giving training and coaching with development and implementation of product- awareness programmed.
- 4-strict implementation of restaurant standards (Quality and Speed of Service).
- 5-Train and coach delivery drivers in map routing, food handling, and how to apply 'WOW service' to make sure 100% customer satisfaction.
- 6-Train and coach supervisors in handling restaurant and giving knowledge in business skill (Sales forecasting, Stock level system, and product production). Specially giving training to maintain safety and security of the Restaurant.
- 7-Arrange calendar for Flyer distribution.
- 8-Report preventive maintenance issue of the restaurant.
- 8-Gather customer feedback summary - weekly report to be discussed with all the supervisors and front-lines.
- 9-Manpower scheduling and stock Requisition.
- 10-Control and monitor Food cost, Labor Cost, and paper cost of the restaurant.
- 11-Maximize the productivity in the restaurant,
- 12-Analyzed and give corrective solution in any opportunity section in the restaurant.
- 13-Observe cleanliness and sanitation of the restaurant.

Zouk Tea Bar and Grill (UK)
2009 to 2011

Work as a team leader. Responsibilities were checking the stock and Dining area, taking orders. dealing with guests solving the problems.

Computer Skills:

- MS Office (Word, Excel, PowerPoint, Access)
- Emailing, Faxing, Printing and Scanning

- Excellent Internet Surfing and Data Entry Skills

Skills

business-to-business (Less than 1 year), confident (Less than 1 year), Microsoft Office (Less than 1 year), Microsoft Office 97 (Less than 1 year), MS Office (2 years)

Additional Information

Professional skills:

- Expert Level command Microsoft Office 97/2000/2003/2010
- Huge experience in business-to-business telemarketing.
- Strong analytical, well problem identifier and problem-solving skills
- Result Oriented and ability to train motivate and lead the area sales team effectively.

Communication skills:

- Able to communicate effectively with a wide range of people, by showing interest and carefully listening to their needs.
- Strong presentation and demonstrating skills, confident, fluent and professional speaking abilities.