







SURENDRA KUMAR CHAUDHARY

CONTACT

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-  Nepalese

SKILLS

- Recruiting, interviewing & Employee training
- Retail sales
- Outstanding communication skills
- Customer service
- Store management
- Merchandise planning
- Team-orientated
- Budget supervision

PASSPORT DETAILS

- Passport No: 07947261
- Issue Date: 13/10/2014
- Expiry Date: 12/10/2024

PERSONAL DETAILS

- Date of Birth: 14/04/1982
- Visa type : Employment Visa
- Visa Expiry Date: 06/05/2025
- Languages Known: English, Hindi, Arabic & Nepali

TRAININGS

- Person In Charge Advance Level (19th, 20th & 21st November, 2023)
- Person In Charge Level-2 (10th, 11th & 12th August, 2019)
- First Aid Training (18th January, 2022)
- Fire safety Training (18th January, 2022)
- Basic Safety Food Training (BSFT)

EDUCATION

Bachelor of Business Studies: Accountancy

PROFESSIONAL SUMMARY

Results-oriented Section Manager with over 14+ years of experience in retails with strong management background. Successful in motivating employees, making proactive business plans, running a successful retail store including opening and closing procedures, banking, merchandising, and developed sense of the value of customer service and satisfaction. Confident planning logistics, strengthening supplier relationships and analysing market performance.

WORK HISTORY

Assistant Store Manager

Landmark Group (Viva Supermarket)

06/05/2023 - Current

- Planned, organized, and coordinate sales, marketing, and budgeting.
- Trained new staff on store procedures and policies, developing knowledgeable, confident teams.
- Analyses sales and marketing information to update strategic plans.
- Stocked and restocked inventory upon delivery receipt, maintaining accurate supply records.
- Responded to customer complaints and concerns in a professional manner.
- Placed and rotated merchandise to attract positive attention from customers.
- Collaborated with regional managers and owners to develop, coordinate, and identify cost-effective advertising and hiring strategies.
- Monitored stock levels and write timely order supply requests to replenish merchandise.
- Delivered training and appraisals to build staff performance.

Section Manager

01/2019 - 03/2023

GMG (Gulf Marketing Group) Geant Supermarket - Dubai, UAE

Urban Foods (MERAAS & Dubai Holding) - Dubai, UAE

- Monitored competitor activities, responded creatively to maintain relevancy and competitive edge.
- Analyses consumer data to predict future purchasing trends for informed decision-making.
- Collaborated with cross-company departments, developed new strategies to capitalist on emerging customer trends.
- Enforced service standards to maintain establishment reputation for excellence.
- Determined strategic direction of organization based on industry knowledge and market research.
- Established clear budgets with sound controls to keep business operating with optimum finances.
- Formulated marketing and advertising strategies for continuous business growth.
- Evaluated products to select mix meeting current customer demand.

Store In charge

01/2017 - 01/2019

Al Maya Group - Dubai, UAE

- Achieved sales goals by training, motivating, mentoring and providing feedback to store staff
- Developed store strategies to raise customers' pool, expand store traffic and optimize profitability
- Maintained outstanding store condition and visual merchandising standards

- Prepared daily schedules of work assignments for the store workers and monitored status and quality of the same
- Maintained optimal stock levels
- Checked incoming materials for quality, and quantity against invoices, purchase orders and packing slips or other documents
- Ensured high levels of customers satisfaction through excellent service

Branch Assistant Manager
Al Maya Group - Dubai, UAE

01/2015 - 01/2017

- Provided customer service by answering questions about products or services, processing transactions, and resolving complaints
- Implemented automation strategies for office operations, correspondence management and record keeping.
- Developed standard operating procedures.
- Worked to meet branch performance standards including operating loss control, bank secrecy, and compliance with policies and procedures.
- Demonstrated Company's core values and promoted the mission and vision of the company.
- Worked with sales representatives to develop strong customer connections, promoting long-lasting relationships.
- Managed financial operations of the branch including revenues and expenses.
- Performed clerical tasks such as updating account records, processing payments, and inputting data into computer systems

Night Shift Store In Charge
Al Maya Group - Dubai, UAE

01/2013 - 01/2015

- Drove a culture of continuous improvement, working with senior management to communicate and address areas of concern.
- Maximized business performance, providing timely and proactive response to operational issues.
- Maintained safe and secure environment for guests during night shift.
- Resolved customer issues/complaints with patience and professionalism.

Customer Service
Al Maya Group - Dubai, UAE

01/2011 - 01/2013

- Maintained up-to-date activity records for reliable reporting and analysis.
- Resolved team conflicts and assisted with identified problems to maintain sense of teamwork.
- Implemented customer complaint response strategies, providing rapid and effective follow up to ensure customer satisfaction.
- Trained staff in areas of customer service and company policies.
- Strategized and monitored the daily activities of customer service operations.
- Implemented personal development programmes to enhance staff capabilities and satisfaction.

Merchandising Associate/Shelf Boy/Cashier
Al Maya Group - Dubai, UAE

12/2009 - 12/2011

- Faced shelves to ensure all products were visible and easy to access.
- Cultivated convenient shopping experience for customers by proactively responding to purchasing needs.
- Sorted items into correct locations to keep good shop order.
- Removed items with exceeded expiry dates for disposal.
- Cleaned shelves, signs and aisle floors.
- Labelled items using stamp or stickers according to price list
- Received merchandise that comes into the warehouse and ensured that the merchandise is unloaded and stored according to established procedure.
- Achieved impressive cost reductions by assessing alternative purchasing decisions.
- Replenished key ranges to achieve strong stock availability.