



AHAMED IHTHISAM SAJID MOHAMED
FRESH AND GROCERY MANAGER – SPINNEY’S

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SUMMARY:

Experienced Fresh food and grocery Service Manager skilled in providing excellent customer service. Demonstrates skill in improving store operations, increasing sales and reducing costs. Trains and coaches associate to embrace change with enthusiasm. Highly adaptable to changing and growing environments.

CARRIER EXPERIENCE:

Fresh and grocery manager from 2020 to Current- Spinney’s

As manager oversee the daily operations at grocery stores and big-box retailers with a grocery department and oversee all grocery store staff. As manager, resolve any employee disputes that arise, direct staff, assign duties, and discipline staff if needed, also responsible for scheduling shifts and vacation days, and when necessary, they dispense employee paychecks on the agreed-upon schedule. Hire and train new grocery store staff members and operate cash registers and ring up customer purchases.

Sales supervisor 2008 to 2020

Spinney’s Dubai LLC is premium supermarket chain in all over UAE. I have been worked as a sale supervisor for a period of 12 years.

KEY RESPONSIBILITIES:

Fresh and grocery manager

- Manage daily operations of grocery store to meet store goals.
- Provide direction and guidance to grocery staffs in their assigned job duties.
- Follow and enforce store policies, security measures and customer service standards.
- Provide excellent customer services for sales growth.
- Develop positive shopping experience and ensure customer satisfaction.
- Evaluate performance of each staff and provide appropriate feedback.
- Perform inventory control to avoid over stock and low stock.
- Manage product storage and rotation activities to reduce spoilages and damages.
- Ensure that grocery shelves are maintained clean and organized.
- Ensure that shelves are loaded with fresh products all the times.
- Ensure that all products are properly tagged and labeled.
- Assist in recruiting and training staffs on assigned responsibilities.
- Assign daily workload and schedules to staffs.
- Setup product displays in store entrance and other sections according to merchandising standards.
- Maintain the store clean, safe and appealing.
- Develop process improvements to maximize sales and profitability.
- Educate staffs about safety and sanitation procedure

Sales supervisor – Spinney’s

- Ensure company management guidelines and policies are followed.
- Assist with the implementation of the marketing strategy with specific objectives and target as agreed.
- Support the overall marketing objectives of the company externally and internally.
- Take responsibility for originating and planning campaigns in conjunction with marketing.
- Identify and analyze an organization strengths and weaknesses, response to opportunities and threats in the marketing environment.
- Work on developing new products.
- Responsibility of monthly stock count and deliver the results to head stock controller.

ACADEMIC ACHIEVEMENT AND PROFESSIONAL QUALIFICATIONS:

**BACHELOR OF BUSINESS ADMINISTRATION MANAGEMENT
FINWIN EDU CAMPUS**



KEY SKILLS AND ACHIEVEMENTS:

- Great achiever of customer service in the month of 2010 June at Spinney’s Dubai LLC.
- Captain Hilton five star hotel Sri Lanka in 2005
- HABC Level 2 Internal Award in Emergency First Aid at work
- Awarded From Brigade fire training center LLC.
- Spinneys Award Customer service training – phase 2
- Participate Award MLA Butcher training
- Spinneys Employee of the Month 2015
- Spinneys Award Customer service training – phase 4
- Successfully completed SOP Bakery Retail rules
- Person in Charge of Level 3 training from Food Control department.

PERSONAL DATA:

❖ Date of Birth	: 24/08/1986
❖ Passport	: N9793435
❖ Gender	: Male
❖ Civil Status	: Married
❖ Nationality	: Sri Lankan
❖ Language	: English, Hindi, Urdu, Tamil and Sinhala
❖ Driving License	: UAE Driving License

DECLARATION:

I assure and affirm that the above particulars given by me are true and authentic.

Yours truly,
SAJID