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| **CONTACT ME AT**   |  |  | | --- | --- | |  | Abu Dhabi, UAE | |  | bwd535385@gmail.com | |  | + 971-508169054 |     **SOFT SKILLS**   |  |  | | --- | --- | |  | Change Agent | |  | Collaborator | |  | Communicator | |  | Innovator | |  | Planner | |  | Thinker |   **CORE COMPETENCIES**   |  |  | | --- | --- | |  | Retail Operations Management | |  | Sales Performance Metrics | |  | Customer Service Excellence | |  | Inventory Management | |  | Team Leadership & Development | |  | Product Placement Strategies | |  | Product Positioning | |  | Brand Promotion | |  | Market & Competitive Analysis | |  | Customer Loyalty Programs | |  | Sales Promotion Strategies | |  | Visual Merchandising Strategies |   **IT SKILLS**   |  |  | | --- | --- | |  | MS Office: Word, Excel & PowerPoint | |  | Internet & Applications |   **EDUCATION**   |  |  | | --- | --- | |  | Diploma in Active Management Consultation, Modern Business Skills, Dubai, 2018 | |  | Computer Institute of International Department - Administration & Maintenance | |  | Syrian International University for Science and Technology, 2005-2007 |   **PERSONLA DETAILS**   |  |  | | --- | --- | |  | DoB: 25/03/1987 | |  | Languages Known: Arabic & English | |  | Address: UAE , Abu Dhabi | |  | Nationality: Syrian | |  | Passport No.: N 01103314 | |  | Driving License: UAE issue | |  | Visa Status: Transferable Residence Visa | |  | Marital Status: Single | |  | **ABDULLA ABBOUD**  **BRANCH MANAGER**  **Result-oriented professional with 14 years of UAE retail experience seeking a challenging role as a Retail Store Manager. Dedicated to leading teams to surpass sales targets, prioritize customer satisfaction, and foster a positive work culture.**  **PERSONAL PROFILE**   * A result-oriented professional with experience in **Store Management, Inventory Management, Store Finance Management,** **Employment Engagement and Team Management.** * Proficient in **ensuring optimum inventory levels** for achieving cost savings without hampering the production process and preparing reports for the same. * Skillful in **curating captivating displays, organizing chocolate trays, boxes, and various confectionery item**s for a visually appealing showroom setup. * Acknowledged for **exceeding sales goals and executing impactful sales tactics**. * Demonstrate **expertise in enhancing customer experience**, upselling, and cross-selling to drive increased sales volume consistently. * Expertise in **formulating strategies and reaching out to unexplored market segments** / customer groups for business expansion. * **Expert in implementing management systems** in the organization and ensuring compliance with the process requirements * Experience in **preparing budgets** as well as developing plans for **achievement of the goals.** * Skilled in **building relationships with key persons** and decision makers in key accounts * **Excellent communication & interpersonal skills** with strong analytical, team building, problem-solving and organizational capabilities.   **WORK EXPERIENCE**  **Pesaro Italy Fashion- Branch manager Jan’23 – Present**  **Responsibilities:**   * **Branch Sales and Performance Management:** Regularly monitoring and analyzing sales performance, identifying areas for improvement and implementing targeted strategies to drive sales growth effectively. * **Inventory Management:** Managing inventory levels, including replenishment and markdowns, to optimize product availability and minimize stockouts. * **Customer Service Excellence:** Prioritizing high levels of customer satisfaction by delivering personalized service and resolving any issues promptly and effectively. * **Effective Staff Management:** Recruiting, onboarding, and training new employees as required to maintain staffing levels and uphold service standards. * **Financial Management:** Developing and managing the branch budget, overseeing expenses such as payroll, supplies, and operational costs. * **Marketing and Promotion Initiatives:** Strategizing and executing local marketing initiatives to drive foot traffic and enhance brand awareness within the community. * **Compliance and Operational Excellence:** Ensuring strict compliance with company policies, procedures, & legal regulations to mitigate risks & uphold standards of integrity. * **Overseeing day-to-day operations**: including opening and closing procedures, cash handling, and inventory management, to ensure operational efficiency and effectiveness. * **Market Analysis and Trend Awareness:** Utilizing market insights to adjust product offerings, pricing strategies, and promotional activities, staying responsive to evolving customer preferences and market dynamics.   **Chocolala Company - Shop In-Charge Jan’21 – Dec’22**    **Responsibilities:**   * **Inventory Management and Quality Assurance:** Ensured that all items in the showroom are within their validity dates, promptly removing any expired products. * **Product Development and Marketing:** Collaborated with company management and the factory to introduce new products. Researched innovative ways to display products and devised strategies for effective advertising and sales promotion. * **Showroom Arrangement:** Maintained an organized layout within the showroom, ensuring optimal presentation of chocolate trays, boxes, and other confectionery products. * **Special Orders Management:** Coordinated with customers to fulfill special orders, including customization of chocolate trays and covers for various occasions such as weddings, parties, birthdays, and births. * **Floral Arrangements and Chocolate Bouquets:** Created exquisite flower bouquets, incorporated chocolate beads to enhance their appeal for diverse occasions. * **Employee Administration:** Managed employee affairs, including scheduling, vacations (weekly and annual), overtime management, and monitoring email correspondence with the main office, factory, and other company branches. * **Facility Maintenance:** Ensured cleanliness and tidiness throughout the showroom, store, and workroom to provide a pleasant environment for customers and staff alike.   **Achievements:**   * Successfully introduced a new product display layout, resulting in significant increase in customer engagement. * Implemented a customer feedback system to gather insights on product preferences and shopping experiences, leading to an increase in customer satisfaction levels. * Introduced a streamlined ordering process for special occasions, reducing order processing time and improving overall customer satisfaction.   **Paris Group - Pierre Cardin & Balmain - Sales Executive Nov’16 – Dec’20**    **Responsibilities:**  **Sales Responsibilities:**   * Conducted sales activities, achieving or surpassing targets. * Assisted customers in selecting items and explained product features. * Stayed updated on promotions and policies.   **Customer Service & Satisfaction:**   * Provided quality service, facilitated alterations, and handled returns. * Addressed customer complaints promptly and respectfully. * Maintained customer records accurately.   **Inventory Management:**   * Followed inventory procedures and reported discrepancies. * Logged items requiring alteration and participated in inventory movements.   **Operational Tasks:**   * Processed sales transactions, stocked shelves, and maintained cleanliness. * Informed management about slow-moving items and security risks. * Reported issues promptly and maintained key security.   **Achievements:**   * Recognized for consistently exceeding sales targets in each quarter. * Spearheaded a successful sales training program for new team members, resulting in significant improvement in their sales performance within the first quarter.   **Carrefour Hypermarket - Supervisor – textile Section May’11 – Nov’16**  **Responsibilities:**   * Ensured proper display and pricing of items in the men & ladies section. * Managed inventory reports and proposing clearance strategies for slow-moving items. * Handled customer inquiries, complaints, and organizing promotions.   **Achievements:**   * Implemented a clearance strategy that led to an increase in sales of slow-moving items. |