



# AJMAL K M

## DEPARTMENT STORE MANAGER

Dedicated and results-oriented professional with 4+ years of experience in leading and optimizing retail operations. Proven track record of driving revenue growth, enhancing customer satisfaction, and maximizing operational efficiency. Expertise in team leadership, staff development, and strategic merchandising. Adept at analyzing market trends and implementing innovative strategies to achieve business objectives. Excellent communication and interpersonal skills to foster strong working relationships with both staff and customers. A dynamic and motivated leader committed to delivering exceptional shopping experiences and achieving bottom-line results.

### CONTACT



+971 50 671 2401



[ajmalmk75@gmail.com](mailto:ajmalmk75@gmail.com)



Dubai, UAE

### EDUCATION

**B. TECH COMPUTER SCIENCE**  
THEJUS ENGINEERING COLLEGE  
| 2018 KERALA, INDIA

**HIGHER SECONDARY (COMPUTER SCIENCE)**

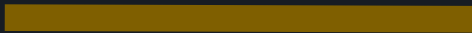
GOVT.FISHERIES HIGHER  
SECONDARY SCHOOL, THRISSUR  
STATE SYLLABUS. | 2014

**SSLC**

CNN HIGH SCHOOL, HIGH SCHOOL  
STATE SYLLABUS. | 2012

### COMPUTER SKILLS

MS Office



MS Word



MS Excel



PowerPoint



### KEY SKILLS

- Process Improvement
- KPI Optimization
- Warehouse Management Software
- Database Proficiency
- Leadership & Team Management
- Problem Solving
- Communication Excellence
- Risk Management
- Performance Management
- Sales Strategy
- Goal Setting and Achievement
- Inventory Management
- Merchandising
- Customer Service
- Interpersonal Skills
- Adaptability

### EXPERIENCE

❖ 2021 – Present

#### MANAGER DEPARTMENT STORE

LULU GROUP OF INTERNATIONAL – SHARJAH

#### Duties & Responsibilities

- Lead and supervise a team of employees in various departments, including Sales, Customer Service, and Merchandising.
- Successfully meet and exceed individual and team targets, consistently driving sales and revenue growth.
- Train and onboard new staff members, ensuring consistent product knowledge and exceptional customer service standards.
- Oversee daily store operations, including opening and closing procedures, inventory management, and cash handling.
- Collaborate with visual merchandisers to create appealing and customer-centric displays that drive foot traffic and boost sales.
- Utilize data analysis and market trends to identify opportunities for product assortment adjustments and optimize inventory turnover.
- Handle customer escalations and complaints, resolving issues promptly to maintain high levels of customer satisfaction.
- Conduct regular performance evaluations, providing constructive feedback to team members
- Collaborate with the HR department to recruit and hire qualified candidates who align with the store's values and mission.
- Monitor and enforce compliance with company policies, safety regulations, and industry standards.
- Employ strong leadership skills to foster a positive team environment, motivating staff to deliver exceptional customer experiences.
- Collaborate closely with the line manager to implement strategies aimed at achieving maximum customer satisfaction, aligning with organizational plans.

PERSONAL INFO

Nationality : Indian  
Gender : Male  
Marital Status : Married  
D O B : 23/04/1997  
Visa Status : Employment Visa

PASSPORT INFO

Passport No : S 0873558  
Date of Issue : 20/03/2018  
Date of Expire : 19/03/2028  
Place of Issue : COCHIN

DRIVING LICENSE

Valid UAE Driving License  
Validity : 09/04/2025

LANGUAGES KNOWN

English  
Malayalam  
Hindi  
Arabic

- Analyze key performance indicators (KPIs) and prepare comprehensive reports for senior management, highlighting departmental achievements and areas for improvement.
- Continuously seek opportunities to enhance operational efficiency and streamline processes for smoother day-to-day activities.

❖ Sep 2019 – May 2021  
**ASSISTANT DEPARTMENT STORE MANAGER**  
**LULU GROUP OF INTERNATIONAL - DUBAI**  
**Duties & Responsibilities**

- Oversee and manage a dedicated team of employees, responsible for various operational aspects.
- Handle employee scheduling, ensuring accuracy and compliance with organizational policies. Submit schedules to payroll, streamlining payroll processing.
- Conduct comprehensive employee evaluations and performance appraisals, facilitating growth and recognition. Implemented effective raise strategies based on performance metrics.
- Facilitate training for new employees, ensuring consistent onboarding and a smooth integration into the team.
- Employ strong organizational skills to create schedules, efficiently assigning tasks to team members and optimizing store operations.
- Utilize corporate planograms to effectively market and advertise all products, executing resets and displays to enhance visual merchandising.
- Maintain inventory oversight by regularly stocking shelves, managing orders, and coordinating with suppliers to ensure product availability.
- Monitor the availability of foreign and local products, utilizing sales forecasts to determine optimal inventory levels.
- Set sales targets based on historical data, comparing and analyzing sales performance against previous years to drive growth.
- Collaborate closely with buyers and suppliers, addressing issues related to assortments, barcodes, and promotions to ensure seamless operations.
- Engage with customers to address their concerns, suggestions, and requirements, fostering positive relationships and enhancing customer satisfaction.
- Lead meetings with employees, providing motivational guidance and reinforcing workplace standards, such as the "10 feet" rule, to achieve optimal performance.

DECLARATION

I hereby certify that the information given in this document is true and correct to the best of my knowledge and belief

AJMAL K M