**Mustapha Fattah**

Objectives

Since I started my professional life, I focused on excellent sales and store management skills, which enabled me to have wealth of skills dealing with different nationalities and cultures.

My experience gave me the opportunity to grow up and apply for different positions to extend my wealth of experience with different markets and cultures and great knowledge of the international and local brands.

Now I’m looking to join another organization with worldwide well-known brands as to enhance my experience and prove my abilities in the sales, marketing and store management fields.

Personal Information

Date of Birth: 30/12/1983

Place of Birth: El Jadida

Nationality: Moroccan

Passport #: ZG3924892

Visa Status: Tourism – Single – 60 Days

Gender: Male

Marital Status: Single

Professional Experience

## Own Business July 2015 – March 2023

## Store Section Manager June 2012 – July 2015

OPSS and Beverage

## Carrefour Abu Dhabi - UAE

## Store Section Manager April 2007- June 2012

Dry Food

## Carrefour Abu Dhabi - UAE

* Perform all the necessary tasks to develop sales and satisfy customers.
* Manage, lead, motivate and control the team.
* Analyze the variables and establish the contacts with the environment to reinforce competitive image.
* Fix objectives and work with the team towards achieving target turnover, growth and bottom line.
* Work according to standards management.
* Fulfil the permanent responsibilities in terms of assets, merchandise, HR and finance.
* Ensure strict compliance to hygiene standards and also comply to the local governmental guidelines in case of food items.
* Check the staff manpower and arrange sales assistants’ duty roster.
* Conduct performance feedback sessions (1 to 1 Meeting)
* Review and maintain the sales assistants vacation plan.
* Ensure sales assistants are following the company health and safety policies.
* Manage the section display setup and update staff according to current promotions.
* Maintain fair display policy between different suppliers and update the stocks.
* Ensure the clean and tidy work place.
* Maintain excellent relations with suppliers and maximize satisfaction.
* Ensure country health and safety policies and procedures are always in place.
* Conduct spot checkups at back side store and ensure all in order.
* Ensure high customer service is always provided and store awareness for other products/sections.
* Assist the Department manager to maintain the company polices are in place.

## Store Supervisor July 2005 – Jan 2007

## Acima Supermarkets Group El Jadida – Morocco

* Follow the display policy as set by the department head.
* Ensure all items have been displayed properly as instructed by the sales supervisor.
* Maintain clean and tidy display racks, always rearrange display items after customers purchases.
* Attend Departmental weekly and monthly meeting.
* Be aware of promotions going on my section and in the store in general.
* Maintain friendly and proficient attitude with customers, suppliers and colleagues.
* Ensure product knowledge of all items in my section.

Trainings

* Essential food Safety. (Valid Till 20/04/2019)
* AOP Presentation – V3.
* BC Leaflet Follow-up.
* BC Negative Margin Presentation - V2.
* BC Labeling Survey – V4.
* Understanding your board of results.
* Customer Care 1.
* BC Negative Stock – V3.
* BC Out of Stock on the Selling Area – V1.
* Fire and Safety Basic.
* Basics of Arithmetics.
* Standard Management.
* Permanent Responsibilities.
* Company Culture.

Education

Advanced English Course – Al Khwarizmi institute – Abu Dhabi, UAE. June-2008

High School – Al Khwarizmi High Institute – El Jadida, Morocco. June-2005

Professional Skills

Computer Skills: ICDL & MS Office.

Languages: English Read, write and speak.

 French Read, write and speak.

 Arabic Read, write and speak (Mother Tongue)

Driving: UAE & Moroccan Driving license.