

Shankar Thottakathu Manuel

Umm Suqeim Library, Jumeira
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Summary

Highly driven FMCG manager with 5+ years' experience in retail. Skilled in negotiation, supplier relationship management, and developing optimal category strategy, Strong attention to detail, exceptional organisational skills, and data-driven decision making. Passionate about contributing to wider team performance and culture

Professional Experience

Assistant Manager– (Jan 2018 – Dec 2023)

Tharamel Jewellery - Pothukal, Malappuram, **India**

Strategic Roles and Responsibilities:

- Monitor and analyse sales performance and KPIs, identify areas for improvement, and implement corrective measures to optimize departmental sales
- Ensure a high level of customer satisfaction by coaching, directing the sales team, and promoting excellent customer service standards
- Conduct regular inventory assessments and implement streamlined processes to maintain accurate stock level
- Resolve customer's issues and complaints promptly and effectively
- Develop and maintain relations with vendors and collaborate with cross-functional teams and other departments to achieve common company goals and objectives
- Create and maintain a productive working environment that encourages teamwork, and employee engagement and fosters a culture of continuous learning and growth
- Ensure team compliance with all company policies and procedures

Market Supervisor – (March 2013 – March 2016)

Astra food commercial LTD – Tabuk, **Kingdom of Saudi Arabia (KSA)**

Strategic Roles and Responsibilities:

- Supervise and coordinate the activities of staff, schedule shifts, manage work assignments, ensure adequate staffing levels, provide training and orientation for new employees
- Monitor customer service standards and ensure that customers receive a positive experience
- Address customer complaints or concerns in a timely and effective manner
- Ensure that food and beverages meet quality standards and are prepared according to recipes
- Conduct regular quality checks and address any issues with kitchen or service staff

- Enforce health and safety regulations in the workplace and conduct regular safety inspections and training sessions ensuring that all staff members follow proper hygiene and sanitation practices
- Oversee the ordering and receiving of food and beverage supplies
- Monitor inventory levels and minimize waste through effective management
- Monitor sales, expenses, and profitability
- Foster a positive and collaborative work environment

Supervisor – (Jan 2011 – Jan 2013)

Life style express retail store – Windsor Street, Wales, United Kingdom

Strategic Roles and Responsibilities:

- Reconcile cash register at the end of every shift and generate accurate reports of each cash register
- Manage and perform all check-out functions daily
- Listen to customer complaints and questions and refer them to the assistant manager when required
- Ensure all stations have adequate cash and change at all times
- Maintain a positive work environment for all checkout staff

Professional Skills

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|------------------------|----------------------------|
| • Inventory Management | • Staff Management |
| • Leadership | • Data Analysis |
| • Customer service | • Marketing and Promotions |
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Academic Qualifications

Bachelor of Business Administration

Mahatma Gandhi University – Jai Bharat College, India

Personal Profile

DOB	:	17 March 1988
Languages Known	:	English, Hindi, Malayalam, Tamil
Marital Status and Dependents	:	Married, One Dependant

References

Steve Heaney

Instructor Pilot - British Aerospace (BAE Systems)

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Adel Steyteh

Project Manager – Alliance Maintenance Company (AMC)

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