

WALEED AHSAN

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ABOUT ME

A qualified & experience of 5+ years in retail sector, also results-oriented individual with professionally having strong leadership abilities and a passion for achieving business objectives numbers target, with driving sales KPI's & business strategies. Committed to fostering a positive work environment and delivering measurable business impact in the retail store eventually firm also.

WORK EXPERIENCE

STORE MANAGER

Nov 2021- July 2023

IDEAS By GulAhmed | Karachi, Pakistan

- Lead and oversee all aspects of the store's operations, including sales, customer service, inventory management, visual merchandising, and team development.
- Set sales targets and drive the team to achieve and exceed them with strong follow-up with KPI's
- Ensure the highest level of customer service is delivered consistently.
- Resolve customer complaints or issues in a timely and satisfactory manner.
- Recruit, hire, and onboard qualified staff members.
- Provide training and development opportunities to enhance their skills and product knowledge.
- Monitor and maintain optimal inventory levels.
- Implement effective inventory control measures to minimize stockouts and excess inventory.
- Ensure Visual merchandising and store layout to be as per SOP's.
- Conduct regular audits to ensure compliance with loss prevention protocols.
- Generate and analyze sales reports and key performance indicators (KPIs) to assess store performance and identify areas for improvement.

ASSISTANT STORE MANAGER

March 2020 – Oct 2021

LS & Co | Karachi, Pakistan

- Assist the store manager in overseeing all aspects of store related operations, including sales, customer services, staff management, inventory control & visual merchandising.
- Lead and motivate store employees to achieve sales targets and deliver excellent customer service. Provide coaching and feedback to enhance their skills and performance.
- Customer Service Excellence.
- Inventory Management.
- Support the implementation of sales strategies.

STORE MANAGER

May 2018 – Feb 2020

BATA Pvt Ltd. | Karachi, Pakistan

- Balanced sales, reconciled cash and made bank deposits to facilitate opening and closing duties.
- Managed inventory tracking and physical inventory counts to minimize loss.
- Trained and mentored associates to teach daily tasks and procedures.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Monitored employee performance and identified performance gaps for corrective action.

- Enhanced customer satisfaction and store operations through relationship building and daily problem-solving.
- Oversaw inventory management through cycle counts, audits and shrinkage control.
- Reviewed customer feedback to make operational improvements and promote satisfaction.

PROCESSING OFFICER

Jan 2017 – April 2018

United Bank Limited | Karachi, Pakistan

- Organized and archived physical and digital records.
- Examined claims, records and procedures to grant approval of coverage.
- Processed claims for payment or forwarded to appropriate personnel for further investigation
- Prepared and reviewed insurance-claim forms and related documents for completeness.

CERTIFICATES & ACHIEVEMENTS

• Deputy Store Manager – Gul Ahmed

Given extra responsibilities for look after stores management operations such as VM, Audit transparency & business forecasting strategy and their implementations.

• INDIGO Award – LS & Co.

Awarded and highly appreciated to all front-line warriors for their efforts & achieving target percentage by 95%, despite the fact challenging were facing like COVID-19.

• Retail Store Manager Conference Award – BATA Pakistan. *Managed to delivered 115% against TEST & TALLY 127% and became highest achiever store in the Area.*

EDUCATIONS

Masters of Business Administration | M.B.A |

Hamdard Institute of Management Sciences – (Karachi, Pakistan)

Completed 2017

BACHELOR OF BUSINESS ADMINISTRATION | B.B.A |

Hamdard Institute of Management Sciences – (Karachi, Pakistan)

Completed 2015

SKILLS

Retail | Store Manager | Leadership | Staff Management | Training & Development | Sales Numbers | Business Accrue | Store Operations | Corresponding | Customer Services | CRM | Stock Management | Audit | Shrinkage | Visual Merchandise VM | Product Knowledge | Fashion & Style | Presentation | Microsoft Excel, Word, PowerPoint | Store Activities | Promotions | Retail Management | Strategic Management | Target Oriented | High Achiever | Feedback | Reports | Daily Sales Report | Business Forecasting | Soft & Interpersonal Skills | Decision Making | Team Work | Self-Motivation | Can Do Approach | Sportsmen | Communication Skills | Time Management | Problem Solving |