

# SAID SMAIL

Store Operation Manager / Category Manager/ Key Account Manager

## CONTACT

+213 665300774

mrsmaissaid@gmail.com

Batna city / Algeria

www.linkedin.com/in/said-smail-51a0825a

## EDUCATION

2002 - 2005

MENTOURY UNIVERSITY  
(CONSTANTINE)

- Bachelor of economy

## SKILLS

- Leadership
- Project Management
- Teamwork
- Time Management
- Effective Communication
- Critical Thinking
- Problem-Solving
- Customer Service
- Financial Management
- Inventory Management
- Attention to Detail
- Analytical
- Adaptability

## LANGUAGES

- Arabic (Fluent)
- English (Professional)
- French (Professional)

## PROFILE

Experienced and innovative retail professional skilled in driving profitability and enhancing customer satisfaction. Proven track record in inventory management, merchandising, vendor relations, and team leadership. Passionate about delivering exceptional shopping experiences and exceeding sales targets in a dynamic market environment.

## WORK EXPERIENCE

### Monoprix Qatar (Doha)

#### Store Operation Manager

2021 - JAN 2024

primary responsibility is to oversee the day-to-day operations of the retail store to ensure smooth functioning and optimal performance.

- Staff Management:** Hire, train, schedule, and supervise staff while providing ongoing coaching for high productivity and customer service.
- Visual Merchandising:** Develop and implement strategies to create an engaging store environment that boosts sales.
- Inventory Management:** Control stock levels, ordering, and receiving to prevent shortages or excess.
- Sales Performance Analysis:** Analyze sales data to set targets and adjust strategies.
- Customer Service Excellence:** Ensure exceptional service among staff.
- Operational Efficiency:** Streamline workflows and procedures to cut costs and enhance productivity.
- Health and Safety Compliance:** Maintain a safe store environment according to regulations.
- Budgeting and Financial Management:** Manage expenses and monitor financial performance.
- Vendor and Supplier Management:** Maintain relationships, ensure timely deliveries, and seek cost savings.
- Customer Engagement and Loyalty Programs:** Gather feedback, address concerns, and enhance shopping experiences.
- Store Maintenance:** Oversee cleanliness and functionality of the store premises.

### Carrefour UAE (Dubai)

#### B2B - F&B Category Manager

2018 - 2021

- Category Strategy Development:** Develop and execute strategies aligned with business goals, including growth opportunities, assortment planning, pricing, and promotions.
- Supplier Management:** Identify, evaluate, and negotiate with suppliers for competitive pricing and quality. Build strong relationships to drive innovation.

- **Product Selection and Procurement:** Source food and beverage products meeting quality standards and client preferences, ensuring timely delivery.
- **Market Analysis:** Research market trends, competitor activities, and customer preferences.
- **Inventory Management:** Optimize stock availability while minimizing costs and wastage through efficient replenishment and demand forecasting.
- **Contract Negotiation and Management:** Secure favorable terms and monitor contract performance for alignment with business objectives.
- **Sales and Marketing Support:** Develop sales collateral and promotional campaigns, providing support and participating in client meetings.
- **Quality Assurance and Compliance:** Ensure products meet regulatory requirements and safety guidelines.
- **Financial Analysis and Budgeting:** Analyze category performance and manage budgets and forecasts in line with business goals.
- **Cross-Functional Collaboration:** Coordinate with teams for seamless execution of category strategies.

#### ● **Carrefour UAE (Sharjha)**

**Commercial Supervisor FMCG Sharjah Hypermarket**

2016 - 2018

lead and support the team in achieving business objectives through trainings, effective planning, execution, and management of commercial activities.

- **Monitoring Performance** by track sales performance, sales revenue, customer acquisition, and conversion rates, and take corrective actions as needed to improve performance.
- **Managing Customer Relationships** and ensuring high levels of customer satisfaction.
- **Inventory Management** ensuring that stock levels are adequate to meet customer demand while minimizing excess inventory costs.
- **Collaborating with Other Departments** such as marketing, operations, and finance to align sales strategies with overall business objectives and ensure smooth operations.

#### ● **Carrefour UAE (HEAD OFFICE)**

**Commercial Supervisor Online & Offline Non-Food**

2012 - 2016

- **Supplier Management** identifying and evaluating potential suppliers, negotiating contracts, and establishing and maintaining relationships with vendors.
- **Sourcing Strategies** implement sourcing strategies to optimize costs, minimize risks, and ensure the availability of goods and services to meet the company's needs.
- **Cost Management** control costs by negotiating favorable terms and pricing with suppliers, identifying opportunities for cost savings.
- **Quality Assurance** collaborate with quality control teams to ensure that purchased goods and services meet quality standards and specifications.
- **Inventory Management** forecasting demand, managing stock levels, and minimizing excess inventory costs.
- **Performance Monitoring** track supplier performance against key performance indicators (KPIs), such as delivery times, quality levels, and cost savings, and take corrective actions as needed to address any issues.
- **Contract Management** manage supplier contracts, ensuring that terms and conditions are adhered to, and renegotiate contracts as necessary to optimize value for the company.
- **Cross-functional Collaboration** collaborate with other departments, finance, operations, and logistics, to ensure alignment of sourcing activities with overall business objectives.