**Curriculum Vitae**

**MOHAMMED FAYAZAKBAR** Email ID: Fayazmba95@gmail.com

**Objective**

A challenging and rewarding position with a growth-oriented firm that offers diverse job responsibilities and the opportunity for advancement

To strive for excellence in the field– with dedication, focus, proactive approach,

Positive attitude and passion. And to utilize my knowledge and skills in the best possible way for the

Fulfillment of organizational goals.

**Current Professional Details**

**Total Experience: 5yrs**

**Industry: Retail/Apparels/sportswear/pharma**

**Educational Details**

Completed BCA {Bachelor of Computer Application}

from Gulbarga University Gulbarga, INDIA

Skills:

Strong customer service skills, · Superior management skills, High level of flexibility, Ability to adapt to different customers, Great written and verbal communication skills, Natural talent for motivating and developing teams.

**Employment Details**

**Store: Adidas India pvt ltd**

**Duration: May 2009 – May 2010**

**Design: Store Manager**

Manage inventory updates, including stock takes

Ordering inventory and managing deliveries from suppliers

Supervise the store and oversee its requirements

Ensure the POS system is used effectively

Develop business strategies to raise our customers pool, expand store traffic and optimize profitability

· Meet sales goals by training, motivating, mentoring and providing feedback to sales and technical staff

· Ensure high levels of customers satisfaction through excellent service

· Complete store administration and ensure compliance with policies and procedures

· Maintain outstanding store condition and visual merchandising standards

· Report on buying trends, customer needs, profits etc

· Propose innovative ideas to increase market share

· Conduct personnel performance appraisals to assess training needs and build career paths

· Deal with all issues that arise from staff or customers (complaints, grievances etc)

· Be a shining example of well behavior and high performance

· Completes store operational requirements by scheduling and assigning employees.

· Maintains store staff by briefing, motivating, and training on a daily basis.

· Promotes optimum staff performance by coaching, counseling, and disciplining employees.

· Achieve assigned Individual targets and store targets

· Identifies current and future customer requirements by establishing rapport with potential and actual customers to understand service requirements.

· Protects employees and customers by providing a safe and clean store environment.

· Maintains the stability and reputation of the store by complying with legal requirements.

· Leads operations by initiating, coordinating, and enforcing program procedures.

· Additional store manager duties as needed

**Company: Mouneshwara Pharma pvt ltd Duration: July 2020 – August 2024**

**Designation: Store Manager**

**Industry : Super Market**

• Lead by example and represent the brand by communicating its values and philosophy though all activities and interactions with customers and other team members  
• Define, execute and monitor the store action plan to achieve sales targets and KPIs.  
• Manage the customer database to build strong relationship with customers and create future potential selling opportunities  
• Stay ahead of latest trends, products and competitors and share feedback with relevant stakeholders in the back-office team. Conduct quarterly SWOT analysis and discuss the outcome with your team and line manager.  
• Think hybrid by leveraging all type of point of sales online and offline.  
Team Leadership and Development  
• Provide a clear vision to the team about the business and store s vision and key directions  
• Identify, recruit, develop and retain strong talents  
• Create a positive work environment based on trust, respect and fairness and be the voice of the employees when needed by sharing any of their feedback, challenges and concerns with the leadership and HR teams.  
• Act as a coach for the team members and promote growth mindset by leveraging the Group s available learning tools and platforms an constantly monitor the team s development plans and professional growth.  
• Ensure performance improvement plans are discussed and documented in a transparent manner.  
Customer Experience  
• Develop the omnichannel mindset among the team by constantly promoting the different touchpoints of the customer experience (physical and digital).  
• Use the client ling approach and techniques with a focus on VIPs, leveraging customer data to proactively catering to their needs and preferences, the brand s ecommerce business including different activities, offerings, activations, etc.  
• Recruit new clients and convert them into loyal VIP

**Strengths**

* Quick learner.
* Effective team player and positive attitude and patience.
* Flexible and adaptive to change.
* Problem solving ability

**Extra Curriculum Activities**

Playing Cricket & Chess etc.

**Personal Profile**

Mohammed Fayaz Akbar

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