



## CONTACT



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Sharon- Johnson-50300961

## PERSONAL DETAILS

Date of Birth : 11-08-1988

Nationality : Indian

Passport : S7937033

Gender : Male

## SKILLS

- Team leadership and coaching
- Order management
- Strong multi-tasking
- Scheduling knowledge
- Quality assurance
- Decision-making skill
- Customer relations
- Adaptability

## CURRICULAM VITAE

# SHARON JOHNSON

## OBJECTIVE

Studios retail store manager offering 10 year of extensive experience in retail. Top-tier skills in business and operations management. Analytical problem solver and critical thinker with remarkable decision-making and multi-tasking abilities.

## EXPERIENCE

### GENERAL MANAGER

01/2021- 09/2022

Reliance Retail Ltd, India

- Trained team members in successful strategies to meet operational and sales target.
- Managed store organisation, maintenance and purchasing functions.
- Improved sales process and tracking with implementation of new point sales (POS) system.
- Optimised store displays and appearance via strategic merchandising.
- Capacity in handling a strict shrinkage budget of below 3% of total sales.
- Examined merchandise to verify correct pricing and attractive displays.
- Assessed sales reports to identify and enhance the sales performance. Support inventory oversight and capitalize on emerging trends.
- Managed inventory control processes to restore back stock, control the cost and maintain the sales floor level to meet customer needs.
- Resolved customer service issues promptly.

## LANGUAGES

- English
- Arabic
- Hindi
- Tamil
- Malayalam

## EDUCATION

- **MBA** **2010-2011**  
University of Wales Institute, Cardiff, UK.
- **Advanced Professional Diploma in Management studies** **2009-2010**  
University of Wales.
- **BSc Hotel Management & Catering Science** **2005- 2008**  
Bharathiar University.

## ADDITIONAL INFORMATION

### Technical skills

- Operating system: Windows
- Software: SOS, SIM, Oracle, Telnet, SAP, MS Office

### ASSISTANT GENERAL MANAGER

01/2015- 12/2019

The Sultan Center, Kuwait

- Coached sales associates in product specifications, sales incentives and selling techniques, significantly increasing customer satisfaction ratings.
- Managed opening and closing procedures and recommended changes to enhance the efficiency of daily activities.
- Supervised and evaluated staffs to help improve the skills achieved daily objectives.
- Maintained positive customer relationship by responding quick to customer service inquiries.
- Reviewed sales and gross profit report to assess company efficiency
- Evaluated suppliers to maintain cost controls and improve operations.

### TEAM LEADER

04/2011-07/2014

Sainsbury's. UK

- Driving operational efficiencies, rising customer service levels.
- Compile the work and allocate tasks on a quotidian basis.
- Preparation of new staff and identify the training requirements of existing staff.