



# Ashraf Zayyan Deli & Dairy Section Manager

discovery garden ,Dubai

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## Experience

- **Carrefour hypermarkets** 2020 - To present  
Deli dairy Section manager . Ibn Battuta mall , Cityland
  - Managed daily operations of a high-volume retail store, overseeing a team of 40 employees.
  - Increased annual sales by 20% through strategic merchandising and promotional campaigns.
  - Implemented inventory control systems that reduced shrinkage by 15%.
  - Handling the cheese counter, food to go, live cooking, olives counter, spices counter, coffee counter, raw honey counter and sushi counter,
  - making deals with the suppliers ,Responsible for implementing quality, range, and freshness standards of offered goods to attract customers in order to achieve the set sales targets.
  - Also responsible for exceptional customer service delivered within the sections.
  - Responsible for overall operation of the deli and dairy sections
  - Hiring and training staff of the deli & dairy sections
  - Hiring and training discipline employees and setting work schedules.
- **Carrefour hypermarkets** 2016 - 2020  
Fresh food Supervisor , ghurair , DFC , burjuman
  - Conducted regular staff training sessions, enhancing customer service standards and employee performance.
  - Analyzed sales data to inform purchasing decisions and improve stock levels.
  - Setting daily and weekly cleaning schedules for all the sections
- **Carrefour hypermarkets** 2012 - 2016  
MFCG staff ,Fujairah city center
  - ensured product displays with following the FIFO
  - Managed inventory and reported shortages.
  - Provided customer assistance and answered inquiries.
  - Followed safety procedures and company guidelines.
- **Awlad ragab Egypt** 2008 - 2011  
Store manager  
Managed daily operations, including scheduling, merchandising, and inventory management.

Led a team of 15 associates, providing training and support to achieve sales targets. Developed and executed visual merchandising plans to enhance store aesthetics and drive sales.

Handled customer inquiries and resolved complaints, maintaining high levels of customer satisfaction.

Prepared financial reports and assisted in budget management.

## Education

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- **Cairo** 1995  
High school

## Skills

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- \* Customer service skills \* Interpersonal skills \* Marketing skills \* Sales and financial skills \* Leadership and management skills \* good comniction with the management \* Inventory Management: Proficient in stock control, ordering, and reducing waste.

## Languages

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- Arabic ( native)
- English (good)

## Personal Details

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- Marital Status : Married
- Nationality : Egyptian
- Driving Licence : United Arab emirates driving license

## Certificates

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- HACCP Awareness course (Distinction)
- Food safety haygin training (Distinction)
- Safety and security training (Distinction)
- Customer Care Certificate (Distinction)