

HUSAIN HATIM MANGLOREWALA

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RETAIL MANAGEMENT PROFESSIONAL

Retail & Showroom Operations | Service Delivery | Customer Delight

About Me:

A far-sighted & result-oriented Retail Management professional, offering over 25 years of insightful experience across the **Retail Industry in GCC countries**, leading overall business strategies with profit centered aptitude.

Highly commercial, understanding the importance of customer service & product management, a performance driven and tenacious manager with enthusiastic approach towards all responsibilities.

Inspired by strong orientation, motivated by success, target driven, able to be a role model for all employees, with ability to drive sales, recruit, train and develop exceptional staff whilst ensuring that the team member deliver outstanding sales service.



Career Timelinss: Last 5 Organizations

Operations Manager
Sep 2018 - Present



Corporate Sales B2B
Consultant
Apr 2010 – May 2011



Sales Manager
Aug 2002 – Dec 2008



Department Store
Manager
Jun 2011 – Jul 2018



Showroom Manager
Dec 2008 – Apr 2010



Work Experience

Finmart Financial Services. Dubai - UAE (October 2023 Till Present)

Telemarketer

Job Responsibilites includes : Cold calling potential customers. ,Introducing products / services.
Explaining product benefits & Features.. Handling customer inquiries..Scheduling appointments.
Following up on leads., Closing sales or forwarding prospects to sales team. & Maintaining call records or databases.

Sep 2018 – Present with 88 Star Trading LLC, Dubai as Operations Manager

Key Deliverables

Leading 12 members team for the E-commerce business of fashion clothing menswear, ladieswear, beauty cosmetic products and electric personal care accessories.

- Implemented the E-commerce division with annual sale of 5.5 Mn AED with YoY incremental growth
- Liaisoning with courier delivery companies ensuring prompt services
- Procurement & listing of merchandise
- Creating strategies for customer outreach
- Maintaining media presence through social media platforms & news circulations

Jun 2011 – Jul 2018 with Lulu Hypermarket - Al Khor Mall as Department Store Manager

Key Deliverables

- Enabled efficient store operations; evaluated work performance of 80 team members for daily sales of 500K AED
- Percolated “Customer First” culture, ensured pleasant shopping experience, customer satisfaction & repeat business
- Established and ensured Store Operating Process are followed and are in sync with the SOPs, also, in compliance with required statutory & regulatory norms
- Devised pricing strategies for better conversion, elevating brands from relative obscurity, generated revenue & profit growth
- Maintained inventory level, avoided stock-ageing thru FIFO policy
- Built a high-performance team, coached, mentored, inspired, and guided them to delivery under pressure
- Initiated employee engagement activities, managed attrition, ensured retention of high potential & critical talent
- Focused on P&L, CAPEX & OPEX, operational & financial leadership on meeting financial targets of gross revenue
- Accountable for marketing intelligence
- Implemented Lulu Webstore
- Collaborated with vendors, suppliers and business partners for rate negotiations, contracts, agreements & licenses
- Prepared weekly & monthly Business Reports
- Ensured hygiene & safety standards are maintained

Apr 2010 – May 2011 with Eros Electricals as Corporate Sales B2B Consultant

Key Deliverables

Managed the B2B business portfolio of Electronics, Audio-Video, Kitchen Appliances, and IT Products.

- Generated leads from new hotel, real estate, new commercial developments, government projects undertaken on regional level
- Met corporate clients for promotions & tie-ups, filed tenders for procurement, follow up with invoice & collections

Dec 2008 – Apr 2010 with Eros Digital Home as Showroom Manager

Key Deliverables

Handled Electronics Audio-Video, Photography, IT Products

- Led all aspects of retail operations (P&L, Merchandising, Sales, Customer Service, Inventory, Personnel, Payroll, etc.)
- Trained staff on product information, ERP & customer service skills
- Managed inventory & procurement with reports on stock ageing
- Monitored all transactions and daily cash count

Aug 2002 – Dec 2008 with Lulu Hypermarket, Doha Qatar as Sales Manager

Key Deliverables

Handled Electronics Audio-Video, Photography, IT Products

- Managed store's appearance and merchandising with ongoing marketing campaigns, generating daily revenue of 300K AED
- Drove market enthusiasm thru communications, seminars, trade shows and industry events within the region
- Collaborated with major brands & suppliers from time to time for special promotional offers

Feb 2000 – Aug 2002 with Lulu Center Department as Sales Supervisor

Key Deliverables

- Managed daily sales of 150K AED from AV, IT & Home Appliance products

Prior Work Experience

Oct 1996 – Feb 2000 with EMKE Group, Abu Dhabi as Sales Representative

Jan – Oct 1996 with Anup Refrigeration & Air-Conditioning as Trainee Apprentice

Career Highlights

- *Have been a trusted business partner& collaborator for the organization and mentor & coach for my team*
- *Enabled smooth Migration of both front end & back-end services, whether be DATA ERP migration or warehouse & display stock management*
- *Focused on operational excellence, reducing costs, driving standardization for business processes*
- *Staff Training with ERP learning & Hygiene Standards*
- *Negotiation with vendors & Finance department for Exclusive Promotion with payment scheme as installment & extended warranty*
- *Managed the operational integrity of the store, achieved sales objectives with optimum utilization of resources*
- *Ensured operations and merchandising standards of excellence on the sales floor*
- *Minimized cost thru effective inventory management quantifying ageing and following FIFO process*
- *Gather customer email & WhatsApp sign-up to communicate fresh offers / sale related information.*
- *Offered value for money services to all our customers*

Education

Strategic Business Planning, Diploma in Air-Conditioning & Refrigeration,
(ITI, Industrial Training, Kohinoor Technical Institute, Pune)

Secondary School Certificate,
Rosary High School, Mumbai

Technical Skills

SAP system & B.I Proficient
Certified in Adobe Photoshop & Illustrator
MS Office Suite

Personal Details

Address: Flat No.1002, Abdulaziz Majid Building, C2 Block, Al Nahda - Sharjah.
Date of Birth: 23rd October 1977
Nationality: Indian
Religion: Islam
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