



IJAZ AHMAD

ASST. MANAGER & SUPERVISOR

CONTACT

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- 02.08.1996
- Single
- Visit Visa

EDUCATION

- 2014 - 2017
MG UNIVERSITY - INDIA
• Bachelor of Arts in Economics
- 2012 - 2014
SDPY H.S.S - INDIA
• Higher Secondary (Humanities)

SKILLS

- Supervising & Team Leadership
- Sales Growth & Target Achievement
- Store & Floor Management
- Customer Service Excellence
- Inventory Management & Shrinkage Control
- Data Entry & Administration
- Microsoft Office Suite (Excel, Word, PowerPoint)
- SAP ERP
- Visual Merchandising
- Problem Solving & Decision Making
- Staff Training & Development
- Time Management & Multitasking
- Attention to Detail

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam (Native)

PROFILE

Highly accomplished Supervisor and Assistant Manager with 7+ years of experience in retail sales, team leadership and store management. Enhancing operational efficiency and delivering exceptional customer service. Skilled at training teams, optimizing inventory processes and developing long-term professional relationships. A proactive leader who consistently meets targets and drives business growth in fast-paced environments.

WORK EXPERIENCE

Hi-Tech Diagnostic Centre, India JUN 2024 - AUG 2024 Marketing Executive

- Expanded the clinic's network by establishing partnerships with local specialists, increasing referrals by 30%.
- Negotiated commission-based referral programs with doctors, contributing to long-term business growth.
- Coordinated with clinic staff to ensure the seamless processing of patient referrals and improved operational efficiency.

Cosmos Sports World LLP, India MAR 2023 - JUN 2024 Assistant Store Manager

- Led a team of 15+ staff, increasing sales by 20% through improved visual merchandising and customer engagement.
- Streamlined daily operations and supervised inventory control, reducing discrepancies by 15%.
- Developed and implemented staff training programs, boosting team efficiency and customer satisfaction scores by 25%.
- Collaborated with senior management to meet monthly sales targets, achieving a 10% growth in revenue quarter over quarter.

Lulu Hypermarkets, India MAR 2018 - MAR 2023 Sales Supervisor - Home Appliances, Laptops & Mobiles

- Supervised the home appliances, laptops, and mobiles department, exceeding sales goals by 15% through strategic promotions and targeted upselling and cross-selling.
- Managed stock levels and conducted regular audits, ensuring 100% compliance with company standards.
- Trained staff to deliver exceptional customer service, leading to a 30% improvement in customer retention.
- Monitored and adjusted in-store displays, driving a 20% increase in foot traffic and sales.

Samsung Mobiles India Pvt. Ltd. JUN 2017 - FEB 2018 Sales Executive

- Provided personalized customer assistance, increasing upselling rates by 25%.
- Organized in-store product displays, resulting in a 15% increase in sales.
- Maintained accurate sales records and managed cash, card, and digital transactions, ensuring 100% accuracy in financial reports.

CERTIFICATIONS

- Microsoft Office Suite - Advanced