

# IRSHAD K P

## SALES EXECUTIVE

Dubai, UAE | +971-54-7016477 | irshad173@gmail.com

### SUMMARY

With 8+ years of experience managing teams in hospitality and retail, I've built strong skills in customer relations, sales growth, and operations. I've consistently increased sales, improved customer satisfaction, and ensured smooth daily operations. My background in managing stores and restaurants has sharpened my leadership, problem-solving, and financial decision-making abilities. I'm excited to bring this experience into a sales executive role, where I can help drive business growth and support client success.

### EXPERIENCE

#### RESTAURANT MANAGER

Jul 2022 – Aug 2024

##### RASHIDIYA CLINIC CAFETERIA – Rashidiya, Dubai, UAE

- Led a team of 25+ employees, managing hiring, training, scheduling, and performance evaluations.
- Monitored staff productivity and ensured consistent food quality and service, enhancing customer satisfaction.
- Managed inventory to minimize wastage and maintain stock levels.
- Oversaw budget management, monitored sales, and provided financial reports to owners.
- Developed marketing initiatives to boost local customer traffic.
- Resolved customer complaints to ensure a positive dining experience.

#### RESTAURANT MANAGER

Oct 2020 – May 2022

##### BURGER LOUNGE – Kannur, Kerala, IN

- Managed a team of 15+ employees, including hiring, training, and scheduling.
- Reduced waste through effective inventory management while maintaining stock availability.
- Monitored sales and expenses, contributing to improved profitability.
- Ensured compliance with franchise and food safety standards.
- Resolved customer complaints and implemented local marketing initiatives.

#### SALES & RETAIL MANAGER

Sept 2016 – Jun 2020

##### AL-BARKAH SUPERMARKET – Jizan, KSA

- Managed a team of 20+ employees, overseeing recruitment, training, and scheduling.
- Planned store layout and merchandising strategies, increasing sales.
- Controlled inventory accuracy, reducing discrepancies and optimizing product availability.
- Prepared and managed budgets, monitored profitability, and identified cost reduction opportunities.
- Implemented theft prevention measures, reducing inventory shrinkage.

### ACHIEVEMENTS

- **Boosted Profitability:** Achieved a 12% increase in profitability at Burger Lounge by managing expenses and optimizing budget allocation.
- **Sales Growth:** Increased sales by 15% year-over-year at Al-Barkah supermarket through strategic sales initiatives and effective promotional campaigns.
- **Enhanced Operational Efficiency:** Successfully improved operational efficiency by 15% at Rashidiya Clinic Cafeteria through optimized scheduling and effective staff management.
- **Reduced Shrinkage:** Reduced stock shrinkage by 5% at Al-Barkah supermarket through the implementation of loss prevention measures.

### EDUCATION

#### BACHELOR'S DEGREE IN COMMERCE

2012 - 2015

Kannur University – Kerala, IN

### SKILLS

- |                                 |                         |                        |
|---------------------------------|-------------------------|------------------------|
| • Sales & Marketing Strategies  | • Customer Relations    | • Team Leadership      |
| • Market Research               | • Strategic Planning    | • Financial Management |
| • Problem Solving & Negotiation | • Operations Management | • Inventory Control    |

### ADDITIONAL INFORMATION

**Technical Skills:** Excel(Intermediate), Accounting Software(Tally ERP 9), Microsoft Office Suite.

**Languages:** Fluent in English; Conversational Proficiency in Arabic, Hindi; Native in Malayalam.

**Licenses:** Possess a valid UAE Driving License.