



MOHAMED INSHAN

Asst. Store Manager

My Contact

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📍 Al Barsha, Arjaan, Dubai, UAE

🇱🇰 Sri Lankan

🇦🇪 UAE Driving License

languages

English

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Sihnala

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Tamil

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Hindi

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Urudu

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Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Team Leadership
- Problem-Solving
- Time Management
- Research & Analysis
- Management & Training
- Accuracy and Attention to details

About Me

Dedicated and results-driven Assistant Store Manager with 5 years of experience in the retail industry. Proven track record of successfully supporting store operations, optimizing customer satisfaction, and driving sales growth. Adept at team leadership, staff training, and inventory management. Strong problem-solving skills and a commitment to delivering exceptional customer service. Seeking an opportunity to contribute my expertise and enhance operational efficiency in a dynamic retail environment.

Professional Experience

Apparel Group | BBZ | Asst. Store Manager (promoted) - Dubai - Aug 2019 – Till Date

Asst. Store Manager Feb 2021 – Till Date

Key responsibilities:

- Allocating and achieving sales budget of the store via Store Supervisor & Store staffs.
- Achieving KPI target on ATV, UPT, Conversion Rate and ASP.
- Ensuring all of the SOP activities are adhered during store opening and store closing.
- Ensuring regular store audits and reviews to measure sales, customer service, operations, procedures and those VM activities are meeting desired standards.
- Providing on the job training to staff.
- Ensures that all employees are disciplined and adhere to the store policies and procedures.
- Ensures that all employees are disciplined and adhere to the store policies and procedures.
- Resolving customer complaints as per SOP.
- Interacting with customers & obtaining their feedback & submitting same to Operation Manager.
- Promote "Loyalty Program" of the company for maximizing loyalty & repeat sales.
- Ensure higher retention of customers via excellent service.
- Ensuring that the promotions are updated a day before they are implemented
- Maintaining and monitoring staff rotation and shift timings.
- Ensuring that activities, new arrivals, promotions are communicated to Sales Associates/ Cashiers.
- Ensuring that the store looks commercially presentable, cleanliness is maintained, lights are working, trial rooms are clean and
- health and safety principles are adhered to.

Hard Skill

Inventory Management
Process Improvement
Safety and Compliance
Customer Service
Data Analysis
Advanced Oracle Knowledge
Advanced QuickBooks
Letter of credit
Proficiency in Microsoft office
Accurate Date Entry
BI Publisher
SQL

Education Background

G.E.C. Ordinary Level – Henry Olcotte collage, Colombo, Sri Lanka

G.E.C. Advanced Level – Henry Olcotte collage, Colombo, Sri Lanka

Diploma in Hardware and Network Engineering – Aquinas university Collage, Colombo, Sri Lanka

Areas of Expertise

Warehouse & Inventory Management
Invoicing & Accounting
Advanced Excel skill
Knowledge of logistics documentation and L/C documentation.
Team Management
Safety & Compliances
Quality Control
Technology and System
Process Oriental
Organization Skill
Retail & Store Operation
Marketing & Business

Department Manager (BBZ) – Aug 2019 – Feb 2021

Key responsibilities:

- Ensuring that grooming standards are adhered to
- Briefing the team daily on targets and priorities for the day.
- Ensure higher retention of customers via excellent service.
- Ensure a customer friendly environment in the store by developing a consumer oriented team.
- Ensuring that the team is punctual and absenteeism is controlled and corrected.
- Ensure a customer friendly environment in the store by developing a consumer oriented team.
- Identification of potential people for added responsibilities and promotion.
- Imparting training to Store Supervisor, store staffs on Product Knowledge, Merchandising, Inventory Management, Sales
- Planning, in co-ordination with the Training Dept. / training modules.
- Plan and prioritize actions together with your team that have a clear impact on selling
- Regularly analyze and follow up on Sales & Profit KPIs for the department with the Visual Merchandisers. Secure that actions are taken to maximize selling.
- Ensure the maintenance of the department is managed in a cost-efficient way to meet BBZ standards and initiate actions accordingly with the store management team
- Inform the Store Manager of any potential risks, threats, and opportunities related to the competitor landscape.

Automic Car Spa | Receivable Accountant Sri Lanka – February 2017 – March 2019

Key responsibilities:

- Created and prepared adjusting journal entries.
- Established tables of accounts to assign entries to proper accounts.
- Engaged in filling, Recording, compiling and transmitting financial records.
- Prepared detailed reports on Audit findings.
- Reviewed accounts for discrepancies to properly reconcile differences.
- Inspected cash on hand and notes receivable and payable to confirm accuracy of records.
- Operated computers and used job related software to develop, modify and implement record keeping and accounting system
- Generating invoices and account statement Maintaining the billing system.
- Producing monthly financial and management reports
- Investigating and resolving any irregularities or enquiries
- Performing account reconciliation.

Training Attended

- Emergency First Aid Training from “First Aid International Limited”– Certified International First Aider
- Fire Safety and Fire Prevention Training from “First Aid International Limited
- Dubai Way Service Ambassador Manager Program.
- Successfully completed Apparel Manager Program (AMP)