

# KELVIN HENIA

## SUPERVISOR

Dubai, United Arab Emirates.

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*High-achieving and persuasive Sales Supervisor with exceptional sales prowess and effective communication skills. Assesses customer needs and delivers individualized recommendations to foster consumer, brand success and satisfaction.*

### AREAS OF EXPERTISE

- Retail store Ops
- POS (open/close)
- Stock Inventory Ops
- CRM/RMS Proficiency
- Sales Planning
- Visual Merchandising
- Shift Scheduling
- Excel, Google sheets
- Data analysis/Reporting

### PROFESSIONAL EXPERIENCE

#### Adidas Emerging Market

Senior sales Supervisor

**Dubai Hills Mall, UAE**

Feb 2022–May, 2024

- Implemented a new sales heat map file for probing and accountability that increased product visibility and performance thereby identifying trends and areas for growth and successfully drove new product lines to increase annual store profits by 57% between 2022-2023.
- Successful opening of the new adidas store in dubai hills mall. Overseeing pre-launch preparations and visual store layout setup.
- Processed exchanges, refunds and team member purchases to keep cashiers focused on efficiently checking out customers thus reducing discount margins.
- Resolved escalated customer issues swiftly, maintained strong relationships with loyal customers while preserving brand reputation. 90% NPS score and increased google business star rating from 3.5 to 4.7

#### Lush Fresh Handmade Cosmetics

Supervisor

**The Dubai Mall, UAE**

Nov 2018 – Jan, 2022

- Executed stock inventory control procedures by having weekly stock take of allocated sections and achieved 95% bin audit accuracy.
- Actively trained and mentored 6 junior staff members, fostering professional development and career progression.
- Spearheaded operations in Store management, stock inventory, tracking 2 hour team captain segments of KPIs (footfall, AS, UPT, AUR and customer conversion %)
- Completed employee evaluations through frequent touch base and performance standard review to stay on top of lagging knowledge, skills and proactively close said performance gaps.

#### Dubai Islamic Bank

Senior Facilities Supervisor

**Dubai, UAE**

Aug 2013 – Aug, 2015

- **Facilities Maintenance:** Supervise and coordinate maintenance activities such as HVAC systems, plumbing, electrical systems, and general repairs to ensure the facility remains operational and compliant with safety regulations.

- **Vendor Management:** Manage relationships with external vendors and contractors for services such as janitorial, landscaping, security, and equipment maintenance. This involves negotiating and overseeing work quality, and ensuring compliance with service agreements.
- **Health and Safety Compliance:** Ensure compliance with health and safety regulations and standards to maintain a safe working environment for employees and visitors. This includes conducting regular inspections, implementing safety protocols, and addressing any safety concerns promptly.
- **Communication and Stakeholder Management:** Served as the primary point of contact for facility-related inquiries and issues from internal stakeholders such as employees, management, and external parties such as contractors and regulatory agencies all the while Maintaining open lines of communication and addressing concerns in a timely manner.

## **EDUCATION**

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**East African School of Aviation**

*Jan 2009 – October, 2009*

Flight Dispatch/Operation, Technical Diploma.

## **ADDITIONAL SKILLS**

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Campaign project management, Emergency Preparedness , Space Planning and utilization and Environmental Sustainability.