



# Muhammed Irshad P

Al quoz 2 dubai

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## Objective

Proactive professional with 9 years of work experience and proven knowledge of in-store promotions, inventory control, and loss prevention. Aiming to leverage my abilities to successfully fill Supervisor role on your team. Results-oriented professional with experience in mass merchants, merchandising, and preferred customer management. Frequently praised as focused by peers, I can be relied upon to help your team achieve its goals.

## Experience

- All day Supermarket** 1/08/2014 - 23/08/2023  
Store Supervisor
  - Provided customer service by greeting and assisting customers and responding to customer inquiries and complaints.
  - Demonstrated product knowledge, selling and operational skills to maximize sales.
  - Created and implemented store policies to ensure customer satisfaction and safety.
  - Responded to escalated customer inquiries to assist staff with complex transactions.
  - Developed and maintained effective relationships with customers, staff and management.
  - Coordinated special events such as product launches or promotions to increase brand awareness.
  - Reviewed inventory and sales records to prepare reports for management and budget departments.
  - Reviewed operational records and reports to project sales and determine profitability.
  - Inventoried stock and reordered when inventory dropped to specified level.
  - Collaborated with vendors to negotiate contracts for merchandise purchases at discounted rates.
  - Prepared detailed reports on weekly sales figures; presented findings at monthly management meetings.
  - Resolved customer sales and service complaints to foster positive experience and retains customers.
  - Monitored sales activities to ensure that customers received satisfactory service and quality goods.
  - Authorized payments and merchandise returns.
  - Established and implemented policies, goals, objectives, and procedures for department.
  - Provided timely feedback to employees on their performance and development needs.
  - Formulated pricing policies for merchandise, accorded to profitability requirements.

## Skills

- Workload Priorities
- Critical Thinking
- Team Leadership
- Time Management
- Promotional Events
- Company Culture and Values
- Leading Staff Meetings
- Customer Experience Management

## Languages

- Malayalam
- English
- Hindi



Date: 30<sup>th</sup> August 2023  
Ref No.HR/EL-02098/08/23

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. MUHAMMED IRSHAD PARAMBATH** was employed with us as **SUPERVISOR** in the Sales Department, from **01<sup>st</sup> August 2014** up to **03<sup>rd</sup> August 2023**.

During the period of **his** assignment, we found **his** character as satisfactory.

We wish all success in **his** future endeavors.

**Allday Minimart L.L.C**

*Mohamed*

Authorized Signatory

