



MANOJ KUMAR SAHU

EXPERIENCE

April 2025 - Current

Retail Store Manager Al Aswaq Rak National Markets | Ras Al-Khaimah , UAE

- Supervised team of staff in stocking, presentation, and rotation of fresh produce, ensuring high standards of freshness.
- Maintained cleanliness and organisation of the fresh food area, exceeding health inspection standards.
- Organised staff schedules and managed payroll for the department, ensuring efficient operation within budget constraints.
- Analysed customer feedback to identify areas for improvement, leading to a 10% increase in customer satisfaction scores.
- Analysed sales data to forecast demand and order stock accordingly, reducing waste and increasing profitability.
- Merchandised displays to showcase new and popular items.
- Reduced waste by offering special prices on goods nearing expiry dates.
- Analysed customer feedback to identify trends and areas for improvement in the fresh food department.

January 2010 - March 2025

Retail Store Manager AL MAYA SUPERMARKETS LLC | Dubai, UAE

- Increased customer satisfaction by implementing efficient store operations and maintaining a well-organized, clean environment.
- Ensured compliance with all health, safety.
- Reduced waste and pursued revenue development strategies to keep department aligned with sales and profit targets.
- Improved overall sales growth through effective merchandising strategies and targeted promotions.
- Streamlined inventory management for optimal product availability and minimal waste.
- Improved customer satisfaction through staff training in customer service and product knowledge.
- Maximized sales and minimized shrinkage through excellent customer service and adherence to standard practices.
- Increased store profitability by implementing cost-saving measures and efficient inventory management strategies.
- Stored stock safely and securely to maintain quality of goods.
- Conducted regular quality checks on incoming stock, maintaining a consistent standard of excellence.
- Monitored and maintained optimal stock levels across all departments, ensuring a consistent supply of high-demand products.
- Merchandised displays to showcase new and popular items.
- Conducted regular competitor analysis to stay informed of market trends and adjust strategies accordingly.
- Maintained cleanliness and organisation of the fresh food area, exceeding health inspection standards.

January 2008 - December 2009

📍 Dubai, UAE

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SUMMARY

Experienced in managing fast-paced retail environments, driving sales, and leading motivated teams to exceed targets. Focused on enhancing customer experience and optimising store operations. Proven track record of implementing innovative solutions to boost productivity and profitability.

SKILLS

- Customer Service
- Problem-Solving
- Multitasking and Organization
- Merchandising Strategies
- Team Leadership
- Inventory control
- Loss prevention
- Customer satisfaction
- Promotional activity analysis
- Marketing strategy development
- Inventory control understanding
- In-Store promotions creation
- Team motivation

Assistant Store Manager AL MAYA SUPERMARKET LLC

- Managed cash registers efficiently, ensuring accurate transactions, balancing drawers daily, and minimizing discrepancies.
- Assisted store manager in meeting standards for customer service and quality.
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.

September 2006 - December 2007

Floor supervisor AL MAYA SUPERMARKETS LLC | Dubai, UAE

- Resolved complaints to achieve full customer satisfaction.
- Trained team to upsell products and navigate POS systems.
- Displayed goods and prices clearly to maximise customer interest.
- Motivated sales teams to achieve daily store targets.
- Updated pricing and promotions to fulfil store goals.
- Monitored sales performance and motivated teams to increase service standards to raise profits.
- Monitored stock levels and ordered popular items to meet customer demand.
- Instructed staff on point-of-sale till operation and transaction processing.

LANGUAGES

5,C1,5,C1

EDUCATION

Bachelor of Science

BACHLOR OF SCIENCE, CHRIST CHURCH COLLEGE KANPUR

No Degree | DIPLOMA IN COMPUTER

AITC, KANPUR

Date Of Birth, 12 March 1981

Passport NO, Y1752338

PERSONAL INFORMATION

- Nationality: Indian
- Date of birth: 12 March 1981

LANGUAGES

English:

Hindi: