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0558623860



Dubai, UAE



12 March 1981



Indian



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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, M 0910743

LANGUAGES

English

C1

Advanced

MANOJ KUMAR SAHU

PROFESSIONAL SUMMARY

Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success.

SKILLS

- Customer Service
- Problem-Solving
- Multitasking and Organization
- Merchandising Strategies
- Team Leadership
- Inventory control
- Loss prevention
- Customer satisfaction
- Promotional activity analysis
- Marketing strategy development

WORK HISTORY

January 2010 - Current

AL MAYA SUPERMARKETS LLC - Store Manager, Dubai

- 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.

January 2009 - December 2009

AL MAYA SUPERMARKET LLC - Assistant Store Manager

- 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.

June 2007 - December 2008

AL MAYA SUPERMARKETS LLC - Floor supervisor, Dubai

- 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.

September 2006 - May 2007

AL MAYA SUPERMARKETS LLC - Data entry supervisor, Dubai

- Monitored and reviewed team performance against established targets.
- Compiled and verified data accuracy and prepared for computer entry.
- Set office policies and procedures to keep team members coordinated.
- Allocated data entry work to staff, monitoring and evaluating work.
- Generated data reports and created backups in archives.
- Maintained high standards of accuracy and quality in data entry and recordkeeping.
- Created and submitted progress reports to upper management.