

## MIDHUN P M

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### CAREER OBJECTIVE

Dynamic and experienced professional with 8 years of expertise in IT management, procurement, staff supervision, business development, and sales within the GCC retail industry. Seeking a challenging role as a Retail IT Incharge, where I can leverage my diverse skill set to optimize operations, drive business growth, and deliver exceptional results in a competitive market.

### EXPERIENCE

- **LULU GROUP INTERNATIONAL**

2021 July - Current

IT incharge

- Ensure IT operations team compliance to policies, processes and procedures at all times.
- Drive business development initiatives, identify market opportunities, and cultivate strategic partnerships.
- Maintain the security and integrity of IT infrastructure, implementing necessary protocols and measures.
- Analyze data and generate reports to provide insights for decision-making and process improvement.
- Responsible for achieving sales and marketing targets in line with company business plans and budgets.
- Stock planning and procurement managing the stocks for the business.
- Setting individual sales targets with the sales team.
- Generate reports and extract data from the SAP system to support analysis, reporting, and decision-making processes.

- **LULU GROUP INTERNATIONAL**

2015 January - 2021 July

IT Support

- Provide technical support and troubleshooting for retail IT systems, including point-of-sale (POS) terminals, barcode scanners, and inventory management software.
- Assist in the installation, configuration, and maintenance of hardware and software components.
- Respond to IT support requests from retail staff, diagnosing and resolving issues in a timely manner.
- Perform regular system checks and maintenance to optimize performance and prevent downtime.
- Train retail staff on the proper use of IT systems, ensuring efficient and accurate operation.
- Document and track IT support tickets, resolutions, and follow-up actions.
- Maintain inventory of IT equipment, coordinating repairs and replacements as needed.
- Stay up-to-date with retail industry trends and advancements in technology to provide informed support.

### EDUCATION

- **BHARATHIYAR UNIVERSITY**

MBA

2021

- **PERIYAR UNIVERSITY**

BBA

2014

### TECHNICAL SKILLS

- IT Systems and Infrastructure Management
- Data Analysis and Reporting
- IT Procurement and Vendor Management
- IT Support and Troubleshooting
- Business Intelligence and Analytics
- IT Security
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## MARKETING TOOLS

- Google Analytics
- Facebook Business
- Instagram Ads

## INTERESTS

- Innovation and Creativity: Exploring innovative ideas, brainstorming solutions to challenges, and seeking out creative approaches to problem-solving.

## ACTIVITIES

- Data Analysis and Reporting: Analyzing data, generating reports, and extracting meaningful insights to support informed decision-making, optimize processes, and drive business performance.

## PERSONAL STRENGTHS

Strategic Thinking: Capable of envisioning long-term goals, developing effective strategies, and aligning efforts to achieve desired outcomes.

## PERSONAL PROFILE

- Date of Birth : 05/02/1991
- Marital Status : Married
- Nationality : Indian
- Known Languages : English,Hindi, Malayalam,Arabic
- Hobby : Learning New Technologies: Passionate about staying updated with the latest advancements in technology, exploring new software and gadgets, and experimenting with their functionalities.
- Passport : L2834826
- Driving Licence -Oman : 100908456

## DECLARATION

I hereby declare that all the above information is correct and accurate.