

MINHAJ MOHAMMED

Store Manager

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Visa Status: UAE Visit Visa (Available for Immediate Joining)



PROFESSIONAL SUMMARY

HR and Retail Management professional with **6+ years of experience** optimizing workforce performance and operational efficiency in a **supermarket retail environment**. Skilled in **staff training, inventory management, and customer service**. Proven success in managing retail operations and increasing sales by streamlining processes and utilizing technology, including **SAP, POS systems, and Online Order Management Systems**. Adept at utilizing a variety of retail technologies to enhance both employee and customer experiences.

KEY SKILLS

- **Retail Management:** Store operations, inventory control, and customer satisfaction.
- **Training & Development:** Staff onboarding, performance management, and training.
- **Systems & Software:** SAP, POS Systems, Zebra Scanners, Complaint Management System (CMS), Online Order Management, Microsoft Office Suite (Excel, Word, Outlook), Intranet.
- **Customer Relationship Management (CRM):** Enhancing customer experience and handling escalated issues.
- **Sales Strategy:** Developing sales plans, managing promotions, and improving store revenue.
- **Inventory & Stock Management:** Stock ordering, reconciliation, and auditing.

PROFESSIONAL EXPERIENCE

Store Manager - Retail Supermarket

Keells Supermarket Chain (John Keells Holding PLC), Colombo, Sri Lanka

September 2022 – September 2024

- Led daily operations of the outlet, overseeing up to 50+ staff across departments including cashiers, stock controllers, and customer service associates, ensuring smooth workflow and operational efficiency.
- Utilized SAP for accurate inventory management, including stock level tracking, product replenishment, and reporting, ensuring zero stockouts and optimized shelf availability.
- Administered POS systems and Zebra Scanners to ensure quick and accurate processing of customer transactions, resolving any transaction-related issues with efficiency.
- Developed and implemented sales strategies that increased store sales by 10%, including promotions, product placements, and upselling techniques.
- Streamlined order fulfillment by coordinating closely with the Online Order Management System, improving order delivery times by 15% while maintaining 99% accuracy in order dispatch.
- Trained and mentored staff on operational systems, including POS, SAP, and Complaint Management System (CMS), resulting in improved performance and reduced operational errors by 20%.
- Handled escalated customer complaints and feedback through CMS, resulting in a 15% improvement in customer satisfaction and positive online reviews.
- Managed daily and weekly sales reports using Excel, analyzing trends, and providing insights to upper management to adjust product strategies.
- Supervised inventory audits using Zebra Scanners, ensuring efficient stock-taking and compliance with the company's standard operating procedures (SOPs).
- Monitored store cleanliness and merchandising standards, ensuring a pleasant and consistent shopping experience for customers.

Assistant Store Manager - Retail Supermarket

Keells Supermarket Chain (John Keells Holding PLC), Colombo, Sri Lanka

January 2022 – September 2022

- Supported the Outlet Manager in overseeing all day-to-day operations of the supermarket, contributing to inventory control and staff management across departments.
- Used SAP to manage stock levels, perform inventory reconciliations, and handle product ordering, resulting in accurate stock reporting and minimizing stock loss.
- Operated POS systems and Zebra Scanners for efficient transaction processing and to maintain inventory integrity.
- Assisted in staff training for POS systems, customer service protocols, and inventory management systems, improving operational efficiency and reducing system errors.
- Ensured proper store layout and product placement, collaborating with marketing teams to execute store promotions, which led to a 5% increase in sales.
- Supported in handling customer inquiries and complaints through the CMS, providing timely resolutions to enhance the customer shopping experience.
- Prepared weekly sales reports using Excel, providing detailed insights on sales performance, customer preferences, and inventory needs.
- Worked closely with the Online Order Management System, tracking online orders and collaborating with delivery teams to ensure on-time delivery.
- Participated in weekly team meetings to discuss inventory management, sales strategies, and customer service improvements.

HR Officer – Retail Supermarket

Keells Supermarket Chain (John Keells Holding PLC), Colombo, Sri Lanka

January 2020 – January 2022

- Managed end-to-end recruitment processes for retail staff, including job postings, interviews, and onboarding, to ensure proper staffing levels across departments.
- Utilized HRMS to track employee performance, maintain accurate records, and manage payroll and benefits for all retail staff.
- Developed and facilitated staff training programs on POS systems, customer service excellence, and store operational procedures, which improved customer satisfaction and reduced complaints by 20%.
- Conducted employee performance reviews and supported in setting individual goals to enhance employee engagement and development.
- Assisted in creating employee schedules and managing work hours through Outlook and Intranet, ensuring optimal coverage during peak times.
- Provided support to store management with employee relations matters, ensuring compliance with labor laws and maintaining a positive work environment.
- Managed internal communications through the Intranet, ensuring staff remained informed about policies, promotions, and operational updates.
- Coordinated health and safety audits, ensuring the store environment adhered to health regulations and safety standards.

Cashier - Retail Supermarket

Keells Supermarket Chain (John Keells Holding PLC), Colombo, Sri Lanka

September 2016 – September 2018

- Processed customer transactions efficiently and accurately using POS systems, handling an average of 150 transactions per day.
- Provided exceptional customer service, assisting customers with product inquiries, upselling, and resolving issues related to transactions or products.
- Supported inventory control through the use of Zebra Scanners, assisting in stocktaking and maintaining accurate product data.

- Assisted in returns and exchanges by following store policies and updating the Complaint Management System (CMS) to track issues and resolutions.
- Ensured the store remained well-stocked and organized by regularly checking shelves and working closely with management to identify inventory needs.
- Collaborated with store management on store layout and product arrangement to enhance customer experience and sales potential.

EDUCATION

Bachelor of Business Management (Human Resource Management)

University of Jaffna, Sri Lanka | 2017 – 2020

- Graduated with Second Class Upper Division, specializing in retail operations and management.

Diploma in Professional Human Resource Management

Chartered Institute of Personnel Management Sri Lanka (CIPM) | 2021 – 2022

- Accredited by CIPD, UK, focusing on leadership and organizational behavior.

TECHNICAL SKILLS

- **SAP:** Inventory management, sales tracking, and reconciliation.
- **POS Systems:** Efficient transaction processing, cash management, and customer service.
- **Zebra Scanners:** Stock management, product scanning, and inventory audits.
- **Complaint Management System (CMS):** Managing customer complaints, issue tracking, and resolution.
- **Online Order Management System:** Order tracking, dispatch management, and delivery optimization.
- **Microsoft Office Suite (Excel, Word, Outlook):** Sales reporting, data analysis, and internal communication.
- **Intranet:** Internal communication, staff coordination, and access to training materials

SOFT SKILLS

- Leadership and Team Development
- Communication and Interpersonal Skills
- Problem-Solving and Decision-Making
- Adaptability in Dynamic Environments
- Customer-Centric Approach

LANGUAGES

- **English:** Professional Proficiency
- **Tamil:** Native Proficiency
- **Arabic:** Basic Proficiency
- **Malayalam:** Basic Proficiency
- **Sinhala:** Native Proficiency

Details or documents such as references, certificates, and portfolio are available upon request.