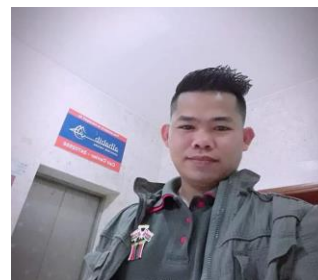


LORENZO EBON ABAD

Muscat, Oman

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PROFESSIONAL SUMMARY

Passionate and outcome-oriented Supermarket Branch Manager with a solid background in operations. Eager to apply a diverse skills set in operations management and analytical insights to enhance efficiency and drive profitability within the retail sector. Committed to delivering tangible results and exceeding performance targets in a dynamic and challenging environment.

EXPERIENCE

Khimji Ramdas Co. LLC – Spar Oman

October 2015 - Present

Store Manager

- Knowledgeable in Inventory system management to track stock movement, stock status, internal branch transfer transactions, stock inventory, purchase order note, purchase return, sales report and other related reports.
- Collaborated with the category managers to maximize the number of Sku's to be displayed categorically resulting to 9% sales growth.
- Accomplished 99% of General Competency during 2024 Appraisal including Ability to Develop People & Teamwork, Adaptability & Ability to Learn, Communication, Customer Orientation, and Planning & Prioritizing.
- Gained 98.5% of functional Competency during 2024 Appraisal including, Domain Knowledge, Target Orientation, Customer Handling, and Sales Negotiation and Closure.
- Monitor expenses control budgets and take corrective actions to achieve financial objectives.
- Implement data analytics to forecast demand, reducing excess inventory, and minimizing stock outs, and improving overall inventory turnover.
- Scheduled employees for shifts considering preferences and availability to increase employee satisfaction.
- Developed opening and closing procedures and daily store operations, including cash handling, inventory count, banking, and crisis management and shifts procedures.
- Interacted with disgruntled customers by phone, email, and in person to assists them with the store credits, returns, and store/employees feedback.
- Direct coordination with the vendor regarding purchase return note to minimize aging expiry.
- Closely worked with the staffs in section management such as shelves cleaning, pricing, FIFO, merchandising, and expiry tracking.
- Trained and coached 15 newly hired employees from 2023 - 2024 and 3 of them were promoted as storekeeper and store supervisor.
- Better understanding with the store lay out, store set up, planogram, and categories.

- Implement proper display of monthly deals, rented gondola display to maintain the product eye catching with the customers.

Tristan Mini Convenience Store
Pasay City Philippines
January 2007 – March 2013
Storekeeper

- Kept up-to-date records of receipts, and withdrawals from stock room.
- Contacted vendors to determine prices, specifications and other information for special orders.
- Verified inventory computations accuracy by comparing the physical counts of stock.
- Received delivery of incoming goods to reconcile purchase orders.
- Determined quantities of stock needed to replenish department's supplies.
- Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
- Balanced sales, reconciled cash and make bank deposit to facilitate opening and closing duties.
- Handling POS systems and helping the cash counter to prepare sales data report.

EDUCATION

Coland Systems Technology, Inc
Midsayap, North Cotabato
Course: 2 year Computer Systems Design and Programming
Year 2002 – 2003

SPECIAL SKILLS

Retail Operations | Inventory Management | Collaborative and Hardworking | Client Focus
Sales Leadership | Communication Skills | Merchandising | Staff Management
Work Planning & Prioritization | Detail-oriented

ACCOMPLISHMENT

Best Store Supervisor
Khimji Ramdas Co. LLC – Spar Oman
2016

Student Supreme Council – President
Coland Systems Technology, Inc.
2001 – 2002
