



Mahammad salim Aga

Contact

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Mahammad Salim Aga

Additional Skills

- Passion for sourcing business in a competitive market by building customer relations.
- Possessing a Combination of imagination & strong organizational and analytical skills.
- With a mind open to learning and enriching my knowledge, I can work with people from diverse cultural backgrounds.
- Possessing strong communication and negotiation skills, Strong work ethic and time

Professional Summary

Accomplished Assistant Store Manager skilled at building atmosphere of collaboration and performance excellence to provide every customer with exceptional experiences and promote brand loyalty. Effectively oversee and align processes with dynamic conditions while increasing efficiency and maximizing profits. Motivational leader skilled at building relationships with customers, employees and senior management.

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. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level management position. Ready to help team achieve company goals.

Work Experience

01/08/2015 Till Present

Sultan center, Kuwait.

Assistant store manager,

- Manage the food FMCG sections of the store to deliver expected sales growth through high standards of display, quality, and availability.
- Ensure the achievement of sales to target.
- Constantly monitor and ensure that wages are within agreed budget.
- Monitor and report on damages and shrink areas to the Branch Manager, minimizing loss and maximizing visual display.
- Conduct frequent reviews of the shop floor displays and coach the FMCG team to deliver consistently high standards that exceeds customer expectations and respond to seasonal needs.
- Ensure adherence to company processes in delivering a safe and legal shop floor, complaint to Baladiya (Municipality) requirements and a safe working environment for colleagues and customers.
- Ensure compliance in ordering stock from suppliers (including promotional stock) as per the schedule and manage the Store Category Managers adherence to the process.
- Approve returns from customers as requested by the Supervisor – Customer Service.
- Monitor the receipt and storage of goods to ensure that no losses arise and that an efficient replenishment process is maintained. Ensure secure process for high value goods through transit, storage, and sale.
- Review process adoption by colleagues and streamline working practices to make the shop floor replenishment more effective and minimize customer disruption.
- Liaise with the Branch Manager on people issues and agree performance management objectives for the General Merchandise team.
- Act as Duty Manager as requested by the Branch/Area Manager, utilize the opening and closing Duty Manager checklist and filing for reference.
- Keep legal records as required to a high standard and for easy access.
- Coach and mentor, all team members, especially direct reports for performance and work closely with them during the various stages of the performance cycle (goal setting,

performance evaluations etc.)

- Perform all other duties as delegated by the Branch Manager, or as per business requirements.

10/08/2012 to 11/04/2014

Estrela Do mar Beach Resort, Calangute Goa

Front Office Manager,

- Participates in the selection of front office personnel.
 - Trains, cross trains, and retains and front office personnel in accordance with Hampton and Crown standards.
 - Schedule the front office staff in accordance with budget guidelines and through the direction of the GM
 - Supervises workloads during shifts.
 - Evaluated the job performance of each front office employees
 - Maintains working relationships and communicated with all departments
 - Maintains master and floor level key control
- Verifies that accurate rooms status information in maintained and properly communicated
- Resolves guest related problems quickly, efficiently, and courteously.
 - Updates group information to include the maintenance and preparations of any group requirements and relays that information to appropriate personnel.
 - Reviews and completed credit limit report
 - Works within the allotted budget for the front office
 - Received information from the previous shift manager and passes on additional details to the oncoming shift or manager.
 - Checks cashiers in and out and verifies banks and deposit at the end of each shift.
 - Enforces all cash handling and credit policies including incoming check policies and procedures.
 - conducts regularly schedule meetings of front office personnel
 - Uphold the hotels' commitment to hospitality.

13/08/2008 till 30/07/2012

Al Bander Hotel & Resort, Kingdom of Bahrain.

Front Office Supervisor,

- Attend to guests needs in a calm and courteous manner
- Handle guests' inquiries and provide prompt responses and assistance
- Promote positive relations with all individuals who come in contact
- Maintain confidentiality of all guest information and pertinent hotel data
- Work cohesively with other departments and co-workers as part of a team
- Analyze and resolve problems while exercising good judgment
- Be always an ambassador to the Hotel, in and outside of one's workplace

15-01-2007 to 15/6/2008

TATA Indicom Moobile,Goa, India.

Sales Representative,

- Generating new sales opportunities by approaching walk-ins, cold calling, and networking
- Contacting prospective customers who have sent enquiries, and converting them to members
- Preparing new membership documentation, explaining terms to customers, and arranging payment methods
- Establishing relationships with local businesses with the aim of promoting our corporate memberships

- Delivering consistent levels of new member sign ups

2/04/2004 to 20/11/2006

Prainha Beach Resort, Dona Paula, Goa, India

Front Office Receptionist,

- Attend to guests needs in a calm and courteous manner
- Handle guests' inquiries and provide prompt responses and assistance
- Promote positive relations with all individuals who come in contact
- Maintain confidentiality of all guest information and pertinent hotel data
- Work cohesively with other departments and co-workers as part of a team
- Analyze and resolve problems while exercising good judgment
- Be always an ambassador to the Hotel, in and outside of one's workplace

Education

1985-2003, High School Diploma

United education society, Goa Board Of Higher secondary School, Panaji Goa.

Diploma In Higher secondary,

- Passed S.S.C exam from Goa Board of Secondary and Higher Secondary year 2002.
- Passed H.S.S.C exam from Goa Board of Secondary and Higher Secondary year 2004

June 2013- April 2015

St, Joseph Institute of Managment

- Diploma in Restaurant management and operation.
- Knowledge in computer operation POS, Opera I, II , MS Fedalio , Micros, Oracle BI.
- Training in Fire fighting, First Aid.

Languages

english	— High Proficient in writing and speaking
Hindi	— Native speaker
Arabic	— Intermediate

References

Mr. Alan Mather - Chief Operation Manager, Sultan center- Kuwait.
Email - alan.mather@sultan-center.com

Mr. Aminudin Ahmed - Operation Area Manager, Sultan center- Kuwait.
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