



MOHAMMED HAQSAR

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SUMMARY

Driven Store Manager with over 13 years of experience in luxury retail management. Hardworking team leader, trains and guides staff to develop advanced-level product knowledge. Enthusiastic about exceeding sales goals and helping businesses to thrive.

SKILLS

- Communication.
- Adaptability.
- Organization.
- Sales Leadership.
- Customer Service.
- People Management.
- Sales Experience.
- Inventory control.
- Employee training.
- work ethic.
- Operational planning

DRIVING LICENSE

Valid UAE Driving license

IT SKILLS

- MS - WORD
- MS - EXCEL
- MS - POWERPOINT
- AUTOCAD

EXPERIENCE

08/2021 - Current

COLORLAND TOYS | Al Ain, UAE

Store Manager

- Strengthened team performance by attracting and developing top talent.
- Prepared sales reports and reconciled accounts with strong finance management skills.
- Managed sales records, reconciled cash and made bank deposits while performing store opening and closing duties.
- Revamped store appearance and displays to reflect seasonal trends and promotions.
- Built store brand through successful advertising and visual merchandising strategies.
- Delegated work based on sales targets and individual employee strengths.
- Resolved complex customer enquiries, disputes and complaints.
- Overhauled staff training programme to elevate delivery of outstanding customer service.

02/2014 - 11/2020

RIVOLI GROUP | Dubai, UAE

Retail Sales Coordinator

- Oversaw daily operations over 24 outlets.
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.
- Create plans and communicated with teammates for their proper function.
- Guided teams in product merchandising and inventory management.
- Planned and executed new strategies to increase sales.
- Spoke to customers in multiple languages to resolve problems and answer questions.
- Prepared range of written communications, documents and reports.
- Allocating proper stock to outlets.
- Making store display layout.
- Taking care of new store installation and interior modification work.
- Lead and be responsible on recruitment, interviews, selection, training and development of new employees.
- Build a good supportive relationship with Head of Retail, the Buyer and the Management team.

HOBBIES

- Playing Cricket
- Boxing
- Listening music

02/2010 - 01/2014
RIVOLI GROUP | Dubai, UAE
Store Manager

- Respond to customer questions, concerns and complaints
- Offer excellent customer service
- overseeing pricing and stock control.
- Planning and implementing strategies to attract customers.
- Track the progress of weekly, monthly, quarterly and annual objectives.
- Coordinate daily customer service operations (e.g. sales processes, orders and payments).
- Answer phone calls and respond to store-related emails and other communications.
- Assist with procurement of necessary items, including restocking needs

03/2008 - 01/2010
RIVOLI GROUP | Dubai, UAE
Retail Sales Associate

- Used open-ended questioning to understand customer needs and recommend appropriate products.
- Used downtime to clean store floor, rearrange product displays and restock shelves.
- Worked checkout and floor sales during peak seasonal trade periods.
- Sold high volume of product using expert product knowledge.
- Sold luxury fashion items for exclusive boutique watch brand.
- Resolved customer queries using active listening and problem-solving skills.
- Processed high volume of customer sales using Microsoft POS system.
- Displayed outstanding personal presentation and customer service in customer-facing role.
- Responded to customer complaints, diffusing tension and reporting feedback to supervisors for service delivery improvement.
- Advised customers on current company products and services available, tailoring advice to suit customers' needs.

EDUCATION

2006
DR. Bhimrao Ambedkar University | Agra, India
Bachelor of Business Administration: Marketing, Education, Finance and Sales.

LANGUAGES

English: First Language			
Arabic:	C1	Hindi:	C2
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Advanced		Proficient	
Malayalam:	C2	Tamil:	C2
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Proficient		Proficient	