



Rashid Cheruvath

Date of birth: 06/01/1994

Nationality: Indian

CONTACT

-  Barka ,
Barka, Oman (**Home**)
-  rashidcheruvath24@gmail.com
-  (+968) 95302492
-  <https://www.linkedin.com/in/rashid-cheruvath-1476421b4>
-  +96895302492 (**WhatsApp**)



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ABOUT ME

An Award-Winning Assistant Store Manager with 8 years of experience in direct day-to-day operations of 12000 sq. ft. store generating more than 300,000 Omani Riyal in Monthly revenue. Instrumental in driving substantial sales growth, Manage more than 100 members team including 8 supervisors, ensuring continuous delivery of outstanding customer service. providing coaching and engendering accountability for store results and staff performance. Develop and implement strategic merchandising plans to achieve revenue objectives and reduce expenditures while ensuring payroll remains within budget.

WORK EXPERIENCE

10/2023 – CURRENT Barka , Oman

Assistant Store Manager Mark & Save (Western international group)

1. Conduct daily morning meetings to brief staff on daily goals, priorities, and any pertinent updates.
2. Coordinate windup meetings at the end of each day to review performance, address challenges, and set objectives for the next day.
3. Facilitate BI analysis meetings with category supervisors and their teams to analyse sales data, identify trends, and strategize for improvement.
4. Directly manage a team of 80 staff, including providing guidance, training, and support to ensure optimal performance.
5. Supervise 8 supervisors, overseeing their daily activities, providing mentorship, and conducting performance evaluations.
6. Collaborate with the store manager to develop and execute promotional strategies to drive sales and increase customer engagement.
7. Monitor inventory levels and product assortment, working with supervisors to ensure timely replenishment and alignment with sales trends.
8. Participate in budget planning and expense management to optimize profitability while maintaining high operational standards.
9. Foster a positive and inclusive work environment by promoting teamwork, communication, and employee development initiatives.
10. Ensure compliance with company policies, procedures, and regulatory requirements related to safety, security, and operational protocols.
11. Serve as a liaison between frontline staff and upper management, conveying feedback, concerns, and suggestions for improvement.
12. Utilize analytical skills to assess store performance, identify areas for enhancement, and implement effective solutions.

03/2017 – 07/2023 DUBAI, United Arab Emirates

Store Incharge AL MADINA GROUP

- Responsible for store's daily operations, high-volume customer service, profit and loss management as well as setting, monitoring, and driving sales goals
- manage and motivate a team to increase sales and ensure efficiency
- manage stock levels and make key decisions about stock control
- analyse sales figures and forecast future sales
- analyse and interpret trends to facilitate planning
- use information technology to record sales figures, analyse data and forward plan
- deal with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews
- provide or organise training and development
- ensure standards for quality, customer service and health and safety are met

- resolve health and safety, legal and security issues
- respond to customer complaints and comments
- organise special promotions, displays and events
- attend and chair meetings
- update colleagues on business performance, new initiatives and other pertinent issues
- tour the sales floor regularly, talking to colleagues and customers and identifying or resolving urgent issues
- deal with sales, as and when required
- maintain awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what competitors are doing
- initiate changes to improve the business, such as revising opening hours to ensure the store can compete effectively in the local market
- promote the organisation locally by liaising with local newspapers and the community in general
- deal with other aspects of the business, such as customer service, finance, human resources, information technology, logistics or marketing - whether you need to do this will depend on the size of the store.

2015 – 2017 DUBAI, United Arab Emirates

● **Cashier Supervisor AL MADINA GROUP**

- Maintain a positive work environment for all Cashiers
- Resolve cash tills at the end of every shift
- Generate accurate till reports for each register
- Manage and perform all check-out functions on a daily basis
- Communicate clearly and openly with customers
- Manage the check-out area and ensure each station remains clean and efficiently run
- Respond to Cashiers' requests for price checks and other functions for customer service
- Listen to customer complaints and questions and refer them to the assistant manager when required
- Ensure all stations have adequate cash and change at all times
- Serve as the primary point-of-contact for customer service associates

EDUCATION AND TRAINING

2015

● **Bcom** University Of Mysore (UoM)

2011

● **PLUS TWO** Kerala Board Of Public Examination

2009

● **SSLC** KERALA BOARD OF PUBLIC EXAMINATION

LANGUAGE SKILLS

MOTHER TONGUE(S): Malayalam

OTHER LANGUAGE(S): Tamil | English | Hindi | Portuguese

DIGITAL SKILLS

Micrsoft Word | Microsoft Excel | Outlook | Microsoft Powerpoint | Google Drive | Social Media | Instagram | Power Point | Google Docs | Data Entry | Bi analysis

HONOURS AND AWARDS

2017 Hilal Al Madina Supermarket. LLC

● **Youngest Store Manager (23 Years Old)**