



# Akram Hossain

Store Manager- Carrefour| Ex Waitrose| Spinneys| Grandiose

## Profile

Dynamic professional with about 15 years' experience in UAE's top supermarkets where in management role over 8 years. **I worked in managerial role for Spinneys, Waitrose, Grandiose and currently at Carrefour supermarket as a store manager in the UAE.** Well experienced in Retail operations with strong background in Sales, Omnichannel operation like Instashop, Talabat, Careem, Revenue generation, cost and efficiency control, People oriented, strong customer focus and relationship builder, able to create a trusting environment, detailed, open-minded, resourceful. Strategic business leader, hands-on approach, strong business acumen. Experienced in UAE's premium retail Brands, experienced on new stores opening, re-positioning, re-branding and revamping of the Store. Lay out and cross merchandise planning of stores base on department, categories and subcategories. Leading team by empowering them, motivating and creating a winning culture, a sense of belonging and achievement. Focusing on business targets and delivering quality customer service. During my tenure in retail industry, I have acquired profound knowledge about the industry from many experts of above said organizations. I was part of 6 stores team for the preparation of HACCP certification. holding BFST (BASIC FOOD SAFETY TEST) certificate, PIC (person in charge) label 3 certificate from Dubai municipality. I have completed many trainings on various subjects related to retail business. the key trainings were Connecting leadership, emerging leaders, management interpersonal skill, Bakery scratch baking training etc. I am now looking for a new challenge in a luxury retail brand or Standalone retail group, where I could offer and develop my skills even further.

## CONTACT

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## EDUCATION

### BBA

Jaipur National University /  
Rajasthan / June, 2019 -  
January, 2023

## SKILLS

- MERCHANDISING - Expert
- Bakery Production -  
Experienced
- Supermarket operation -  
Experienced
- Cashiering - Expert
- ERP SAP and BI -  
Experienced
- MS office - Experienced
- MS ERP NAV - Experienced

## LANGUAGE

|         |           |
|---------|-----------|
| English | ● ● ● ● ○ |
| Hindi   | ● ● ● ● ○ |
| Bengoli | ● ● ● ● ● |
| Arabic  | ● ● ● ○ ○ |
| Nepali  | ● ● ○ ○ ○ |

## REFERENCES

### Mr. Mazen

Ajman coop / operation  
Manager

0504619418

## EXPERIENCE

### Store manager, Carrefour Supermarket

Carrefour / Dubai / February, 2024 - Present

As a branch manager I am overing seeing the entire store operation.  
my main goal to meet the sales, maintain best quality goods on display, waste and shrinkage budgets by keeping customer service in topmost priority.  
making the weekly, weekend, and monthly promotion plan a big success and adding additional sales by taking advantage of the promotions.  
planning for the seasonal sales, range and creative display like on XMAS, new year, back to school etc.  
working on aging stocks, dead stocks and high value items periodically to return to suppliers where applicable.  
keeping relation with our head office team as well as with supplier head office team or key people. this helps quickly escalate the problems and get solutions.  
close monitoring on internal Department to department or store to store transfers.  
monitoring on proper receiving process, daily booking, log sheet GRV etc.  
monitoring daily cash deposit, petty cash, float money, cashiers spot checks.  
Identifying low performer of my team and give proper training to improve their performance.  
arranging weekly, monthly, quarterly and yearly inventory and work on findings.  
last but not least to find the talent who can add value for organization and train them for their next position.

**At this branch, 35 staff are reporting to me including one assistant manager, 2 supervisors. the store size 10k SQF including all fresh sections except pork.**

### Store manager, Grandiose supermarket

Grandiose Supermarket / Dubai, UAE / November, 2022 - January, 2024

as a manager of the store, I was overseeing all operational and financial aspects and assets of the store.

Additional to daily operational activity for this new brand and a new store I had to worked closely to control waste and increase sales.

it was challenging but possible with the great help of staff member. we worked together to increase customer footfall, engage with the community. we won customer trust which was reflected in customer service portal and financial result.

Being the main branch of the brand at that time, my store was the training hub for new joiners across all section. my team was successfully accomplished the role.

additional to a store manager role, I was assigned to allocate the promotional stocks to other branches.

**At that branch, 109 staff were reporting to me including 3 assistant managers, 3 Trainee manager and 6 supervisors. the store size was 38k SQF including all fresh sections.**

### Spinneys, Store duty and Grocery manager

Spinneys / Abu Dhabi, UAE / January, 2016 - November, 2022

Key responsibility at this position: - Assisting the store manager to achieve the monthly objective. - Working with store manager to prepare store sales, wastage, shrinkage and efficiency budget and work together to meet the target - Work hand to hand with other senior management for the store growth and make bottom line. - Work with HACCP team being a team member to achieve the standard and certificate. - Working and guiding supervisors to control stocks and wastage - Making sure expiry control book maintain - Seriously react on out of stock, excess stock, huge allocation. - Review the layout of every department monthly basis. - Detail visit of department with Supervisor and revert back to store manager with findings and action plan. - Review the wastage weekly and monthly basis of top contributing SKU and take necessary action accordingly - Work on top selling lines per sub categories and increase the availability % of those lines. - Plan for promotional sale, gondola display and seasonal sales - Ordering as per Rate of sale not by salesman influence. - Monthly ageing or excess stock review - Monthly Special inventory for high RSP and health and beauty range - Analyze the P&L report - Other internal activity to encourage the staff and make pipeline by providing training for next position. - Liaise with supplier for delivery, OOS issue and FOC or invest in the stores. - Prepare for main store inventory quarterly - Stock management on back up warehouse - Liaise with supplier for stock availability and merchandising Support. Achievements: -Trained 6 supervisor and 4 training mangers and motivate many for their next position. - being proud member of 6 HACCP Store certification. - Successfully completed the Coaching training, Leadership training, MIE training, First aider and fire fighter training. - Became the senior assistant manager in the A+ Store. - completed the SAP and BI training for mid advance.

**From 2018-2022 until I resign, I was assigned for a special responsibility. I was a crucial team member for monthly LAYOUT review and new store implantation team manager. My team and I was implementing the layout at pilot store then circulate the plan with others once approved by higher management. My team had 22 staff at that time.**

### **Bakery supervisor at Waitrose supermarket**

Waitrose Supermarket / Abu Dhabi, UAE / January, 2013 - December, 2015

Being bakery supervisor, my role was to make sure the bakery section Display and production are as per company standard.

plan for sufficient production, batch baking.

staff training, staff scheduling.

maintain the department hygiene and food safety standard as per company and local authority.

weekly and monthly ingredients inventory.

### **Multi tasking staff at Spinneys**

Spinneys Supermarket / Abu Dhabi, UAE / March, 2010 - December, 2012

As a new joiner as spinneys back 2010, I started worked at cashier assistance. then move to F&V section as produce stoker and cut fruit production staff.

another move was to butchery, fisher and pork section for couple of months.

then move to receiving as a receiver.

then an opportunity came to become bakery supervisor after couple of internal exams passed.

## TRAINING/CERTIFICATIONS

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### FOOD SAFETY STAGE 3(PIC)

Dubai Municipality / 2015

the food safety stage 3 certification is given after successfully pass the exam.

I had pass the exam with merit point.



### BASIC COMPUTER COURSE

Bangladesh Ansar BDP( A Governmental Organization / 2009

Certified computer operator.



### ERP system SAP and BI

Spinneys / 2015

Spinneys has given the advance training on SAP and BI as I had promoted to bakery supervisor.



## PROJECTS

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