



MUKTA BAHADUR

RETAIL HYPERMARKET MANAGER

✉ thapamukta522@yahoo.com

☎ +971564805697

PROFESSIONAL SUMMARY

Mukta Bahadur Dagami :- Results-oriented executive with more than 17 years of professional experience leading, operating, and expanding corporations in the retail industry. An energizing and motivating personality with exceptional interpersonal skills, ability, and desire to expand the vision of organization and Well-versed in business ethics and financial management, with the capability of formulating and executing strategies to optimize business growth, productivity, and sustainability. A strong passion for people, building and coaching teams to evolve their thinking, business acumen and aspirations. An expert in leading successful projects with keen focus on performance improvement and introducing various marketing techniques to commercially enhance a business. I have Managed HACCAP-certified store's operations by ensuring food safety precautions and proper food handling procedures and Proven operations expert with a track record of directing Significant management policies while utilizing strong technical and critical thinking skills.

SUMMARY OF PROFESSIONAL EXPERIENCE

ENTITY	LOCATION	POSITION	FROM	TO
Ajman Market Cooperative	Ajman- UAE	Retail Hypermarket Manager	September 2021	Currently
Nesto Hypermarket	Dubai -UAE	Retail Hypermarket Manager	July 2020	Sept. 2021
W Mart Supermarket	Dubai -UAE	Retail Manager	May 2015	June2020
Spinneys LLC.	Dubai -UAE	Retail Store Manager	September 2009	April 2015
Spinneys LLC.	Dubai -UAE	Administration, HR assistant & AC.	April 2006	March 2009
Spinneys LLC.	Dubai -UAE	Retail Visual Merchandiser	August 2004	April 2006

ATTRIBUTES, SKILLS AND PERSONAL QUALITIES

- Team Management.
- Time Management.
- Negotiation.
- Team Building.
- Customer Service.
- Leadership.
- Teamwork.
- Mentor / Training.
- Sale Budget, target achievement (P& L).
- Purchasing & Product availability.
- Store Presentation, Freshness, quality.
- High standard customer service.

- Hygiene standard & Control.
- Employee Management.
- Inventory Analysis & control.
- Visual Merchandising & Execution.
- Cost / Expenses Control.
- Marketing Plan & Execution.
- SOP (Standard Operating Procedure) implementation as per Government rule.
- Brand Strategy & Development
- Branch Development.
- Branding
- Space visibility agreement plan & execution.
- Logistic Distribution & control.
- E- Commerce plan & exultation
- Account Treasury.

Retail Hypermarket Manager

PROFESSIONAL EXPERIENCE: - Ajman cooperative society –Ajman -UAE (From Sept. 2021 till Date)

Key Deliverables:

- Handling new store opening layout, operational plan, and execution along with aligning retail supportive system to operational requirements. Collaborating with the Operations Manager, Finance Manager, Project Leader, IT Manager, and Human Resources department. Conducting weekly and monthly meetings with all Branch Section Manager and Department Supervisors to analyze branch performance and provide guidance to keep the business on track.
- By attaining Branches Sales targets, I engaged with top executives to drive sales leaders and branch Section Managers / Supervisor to maximize profitability, customer relations, and satisfaction. Regularly visited the store department to analyze the situation and make recommendations & excitation.
- Supporting recruitment efforts by evaluating each potential employee and placing them in the most appropriate location. Being a part of a team that conducts international recruitment.
- Directly accountable for the proper operations of the outlet, service standards. Overseeing all aspects of retail activities, including operational processes and procedures.
- Leading / Supporting a team of 3 large stores in Ajman with 900 employees in a fast-paced work environment. Managing the HACCAP-certified store's operations by ensuring food safety precautions and proper food handling procedures.
- Strategizing and executing with many departments to reach new objectives using cutting-edge marketing tactics. Putting in place numerous operational policies and processes to make employees' jobs easier.
- Driven the business with inspired leadership and motivation. Developed positive organizational culture to support the business's environment. Regular inspections of food safety and hygiene standards
- Applying techniques to improve Stock availability within optimum level of inventory, while continuously monitoring operational costs. Forecasting profits and researching the market's climate and competitiveness.

Retail Branch Manager

PROFESSIONAL EXPERIENCE: - Spinneys LLC Dubai -UAE (From Sept. 2009 – April 2015)

- Create, implemented and established business strategies, and processes to achieve objectives for smooth operations and commercial and E- commerce development.
- Created regulations that support the culture and mission of the business and control the company's day-to-day operations and the activities of the executives (IT, Marketing, Sales, and Finance etc.)
- Following a process of performance evaluation and making changes and corrections as needed, introduced succession planning with the help of HR, created growth culture within the organization to identify potential candidates for next positions.
- Developed retail SOP's as per business need with the help of internal audit, loss and prevention, finance and commercial.
- Strategizing and executing with many departments to reach new objectives using cutting-edge marketing tactics. Putting in place numerous operational policies and processes to make employees' jobs easier.
- Driven the branch business with inspired leadership and motivation. Developed positive organizational culture to support the business's environment. Regular inspections of food safety and hygiene standards
- Introduced Employee Training center with effective career growth by introducing "**Succession planning**".
- Supporting recruitment efforts by evaluating each potential employee and placing them in the most appropriate location. Being a part of a team that conducts internal recruitment.
- Applying techniques to improve Stock availability within optimum level of inventory, while continuously monitoring operational costs. Forecasting profits and researching the market's climate and competitiveness.

PROFESSIONAL EXPERIENCE

Retail Manager
Nesto Hypermarket – Dubai-UAE

July 2020 – Sept. 2021

Key Deliverables:

- Took part in recruiting, setting the brand policies, SOPs, and successfully opened two new 18,000 Sq. feet stores in Dubai after a brand training in Nesto Hypermarket headquarters in UAE.
- Won a brand award for opening Nesto Hypermarket store 10 days ahead of the planned time.
- Achieving highest sales among more than 85 Nesto Hypermarket store worldwide.
- Achieving 10% increase over store planned budgets for two consecutive months.
- Retaining staff through motivation and working on setting development plans for each team member.
- Scoring 60% NPS.

- Ensures the stock is effectively measured and controlled and manages order placement/requisitioning activities in order to maximize sales and meet stock performance objectives.
- Prepares management information reports on store performance in order to ensure that the brand manager has the relevant information needed to support operational decision-making.
- Being solely responsible for the store's targets and KPI's, CS Ling, all store training and customer service.
- Daily motivational responsibilities of setting up the coaching message, daily team briefs and store/segment targets.
- Organizing and planning new floor sets with the VM Manager and using my customer knowledge to produce the best store layout based on commercial reports for our customer profile.
- Setting Targets and Action plans for all new launches and promotions within the store, to drive the associates.
- Training all Associates across the store on new products, SHOPPIE and company standards.
- Conducting yearly appraisals, monitoring associate performance.
- Retaining staff by improving and developing using PIP's, PDP's and company 'Grow with Us' scheme.
- Conducting Weekly and monthly meetings with meeting with my team, to set expectations and to highlight achievements and opportunities within the store.

Retail Manager
W Mart Supermarket – Dubai-UAE

May 2015 - June 2020

Key Deliverables:

- Driving operational, visual and customer service standards in store.
- Monitoring and reviewing store performance on a regular daily, weekly and monthly basis.
- Implementing store compliance and health and safety procedures.
- Maximizing sales through effective merchandising and marketing.
- Recognizing and rewarding good staff performance.
- Monitoring product availability levels throughout the day and replenish stocks to ensure 100% availability.
- Developing business links within the local community.
- Working with the visual team to manage displays within the store.
- Recruiting the right people with the right behaviors into the right jobs and ensuring they are given access to the right training.
- Actively monitoring competitor activity.
- Managing the store profit & loss account within budget.
- Getting feedback and capturing data from customers.
- Analyzing and researching trends within the retail sector.
- Putting customers at the heart of all decisions.
- Managing stressful situations & Implementing pricing strategies
- Able to tactfully deal with difficult customers.
- Enforcing strict rules and regulations in the workplace.
- Clearly communicating corporate information to staff.
- Selecting, building relationships with and managing suppliers.

Administration, HR Assistant & Accounts
Spinneys LLC.– Dubai-UAE

April 2006- March 2009

Key Deliverables:

- Maintain employee database & update master data, passport details, visa & labor card details, etc.
- Handle employees' personal file and other records (leave records, loan payment details, etc.).
- Inputs new applicant information into database, prepares file & assign employee no. for new joiners.
- Enter attendance, time reports & overtime hours into database as received from Site Supervisor.
- Handle leave monitoring and updating leave report in the database.
- Approve leave as per company policy and attach a copy of the leave application in employee file.
- Calculate monthly salary for all employees according to attendance report and OT sheet.
- Coordinating with the finance department to arrange salary advances for new joiners.

- Preparation of monthly budgets for the departments.
- Department Markdown breakage / wastage and shrinkage report.
- Negative stock and Negative margin report.
- Availability of top selling and non-moving lines.
- Controllable costs exceeding budgeted values.
- Stock holding by each department.
- Daily monitoring of the Cash office and safe money handling.
- Cash and cheque deposits to bank on daily basis.
- Safe check every day opening and closing of the business.
- Handle accounts payables and creditors'/suppliers' ledger

EDUCATION

- Master's in business studies (MBS) with Major in Business from Tribhuvan University, Kathmandu Nepal

AWARD AND TRAINING CERTIFICATE

- **Best Manager Award Received from Ajman cooperative Society.**
- **Best Humanitarian Support Award Received from International Charity Org.**
- Management Interpersonal training from Spinneys LLC
- Leadership & communication skill training from Spinneys LLC
- Management Customer service training from Spinneys LLC.
- Person In charge (PIC) training from Dubai municipality.
- First Aid training from Pillsbury consulting UAE.
- Hygiene Training from JohnsonDiversey UK
- Health & Safety training from Spinneys LLC
- ADFC certificate from food controller AUH
- Fresh food Standard Operating procedure training from Spinneys LLC
- Business development intelligent (BID) training from Spinneys LLC
- System application program (SAP) from Spinneys LLC

TECHNOLOGY PROFICIENCIES

- **ERP Software Knowledge – SAP**
- **RETAIL Software Knowledge – NCR**
- **Advance Microsoft Office 2010**
- **Business intelligent programs**
- **Oracle - Retail & Tally Version 9.8**
- Exceptional IT skills with the ability to learn new programs.
- Working knowledge in latest Microsoft Office packages (MSO).
- Basic ideas of trouble shooting and software installation

Driving License: Auto light gear
Issued in Dubai - UAE
International Driving License

PERSONAL DETAILS

Date of Birth: 22/12/1985
Languages Known: English, Hindi, Urdu & Nepali (Arabic Learning)
Nationality: Nepali
Marital Status: Residence Visa (Can be join Immediately)
Visa Status: Employment Visa
Gender: Male

REFERENCES: - Available on Request