



Muzzafar Shaukat

Abu Dhabi

Cell: 971562625864

Email: m.muzaffar.shoukat@gmail.com

CAREER OBJECTIVE

My top three objectives as a Retail Store Manager are 1) maximize the company's profits; 2) increase team retention and reduce employee turnover; and 3) maintain great customer service. To realize these, I will conduct an analysis of the competitor's activity and pricing and align the company's own in terms that are reasonable and acceptable; I will conceptualize in-store promotions to attract customers; and I will establish a positive and empowering environment where the team can work harmoniously with one another. I will also introduce awards and salary increase scheme for top performing employees to keep them motivated. Lastly, I will ensure that customers are promptly and courteously attended to at all times.

SKILLS & PROFICIENCIES

Highly experienced in managing retail stores
Deep knowledge of people management techniques
Exceptional knowledge of store standards
Skilled in conducting training of store staff
Ability to supervise store employees on daily basis to achieve sales target
Ability to interview and recruit employees

WORK

HISTORY

Retail Store Manager

Madina Cash and Carry Islamabad.

February 2018 to Present

Implemented retail standards for the store.
Participated in store promotional activities to increase sales.
Prepared sales strategies based on market trends and competitors.
Conducted employee performance evaluations and provided appropriate feedbacks.
Maintained the store clean, organized and safe for customers.
Addressed customer queries and ensured customer satisfaction.

Retail Store Manager

AI - Fatah

November 2015 to February 2018

Managed various research projects accounts and coordinated with Operations team to boost efficiency and profit.

Sales Assistant

Imtiaz Super store

April 2012 to October 2014

Supported a sales associate staff of 12 by managing customer databases, preparing correspondence and sending out sales contracts.

Communicated with clients on behalf of sales associates when there was a concern or a question about a product or service.
Represented the company at quarterly trade show events by working a sales booth station and providing information about products and services.

EDUCATIONAL BACKGROUND

Quaid-i-azam University, Islamabad

M.Phil In Pathology Graduated in
2017

University of Sargodha, Sargodha

BS In Agriculture Graduated with Distinction in 2014