

Nishad Keedathel

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Career Objective:

Retail professional with over 10+ years of supervisor experience, adept at sales enhancement, team leadership, and operation management, seeking to obtain a career in customer service relations and utilize my professional sales experience and skills to become a great asset to a fast pace, growing company.

Professional Experience:

Manager/Officer in Charge

K.M Trading L.L.C, Abu Dhabi – United Arab Emirates

August 2022- Present

- Supervise and lead a team of employees, including hiring, training, scheduling, and evaluating performance.
- Create and maintain a positive work environment, fostering teamwork, motivation, and employee development.
- Maintain inventory levels, including ordering and replenishing merchandise, conducting regular inventory counts, and managing stock levels effectively
- Monitor and analyze sales performance, implementing strategies to achieve sales goals and increase profitability
- Ensure the store is visually appealing and properly merchandised to attract customers and drive sales.
- Provide exceptional customer service by resolving customer complaints or issues promptly and effectively.
- Monitor and enforce store policies, including cash handling procedures, loss prevention measures, and safety protocols
- Develop and implement marketing strategies to attract new customers and retain existing ones.
- Stay updated on industry trends, competitor activities, and market conditions to identify opportunities for growth and improvement
- Generate reports on sales, inventory, and other key performance indicators to assess store performance and make informed decisions

Floor Supervisor**K.M. Hypermarket, Abu Dhabi – United Arab Emirates****June 2016 – January 2020**

- Directed and supervised reporting staff members to engage in sales, inventory management, cash receipt reconciliation and customer service requirements
- Ensured all company products and services were reflective of customer needs and expectations through consistent monitoring and benchmarking of sales activities
- Consistently exceeded targeted sales goals and quotas through upselling and strategic customer cultivation.
- Processed all cash, credit and check transactions and manage any customer inquiries or complaints
- Stayed current on all sales, security and promotions and company policies for payment and exchanges.
- Delegated assignments to staff members for continual upgrades and improvements to workflow and operational functions.
- Performed comprehensive merchandise overviews and checkpoints to ensure quality, advertised functionality and pricing.

Retail Sales Supervisor (Department)**K.M. Trading, Al Ain – United Arab Emirates****January 2014 – May 2016**

- Supervising & monitoring all departments (Electronics, Home Appliances, Perfume, Cosmetics and Watches)
- Supervising Counter Salesman for proper sale closing
- Responsible for counting and reordering of inventory
- Overseen all daily sales and activity of the everyday customer
- Managed and maintained accurate logs of purchases, sales and requisitions
- Train and assign tasks to new employees to meet business development needs
- Maintain and monitor displays and promotional products
- Customer service Management
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Salesman**K.M. Trading and Al Safa Supermarket, Al Ain – United Arab Emirates****March 2007 – December 2013**

- Greeted and interacted with customers to determine their product requirements

- Provided high quality customer service to clients and maintained their satisfaction level
- Provided purchasing assistance to customers and guided them to product location
- Promoted, recommended, and sold appropriate merchandise to customers
- Processed payment transactions and bagged customer purchases, promptly and properly
- Placed, displayed, and maintained store merchandise, in an effective manner
- Prepared and maintained correct and complete records related to work activities
- Counted, verified, and maintained all cash available in the balance cash drawer
- Cleaned all assigned work premises and discarded of debris and trash materials

Educational Background

S.S.L.C.	Kerala Public Examination	2000
Diploma in Computer Application	NIT-Edappal	2005

Computer Skill:

Microsoft Office, Operating System (Windows)

Languages:

English, Malayalam, Hindi, Tamil, Arabic

Personal Details:

Date of Birth : 10/10/1985

Nationality : Indian

Visa Status : Employment

Gender : Male

Religion : Islam

Professional References:

Available upon request

I hereby declare that all the information given above is true to the best of my knowledge and belief character reference will be readily furnished upon request.