

Pathan Amir Obaidullah

**Retail loss Prevention Specialist ,Internal Auditor ,
Retail Operations ,Cash & Store Management-
Professional**

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25 years, Experienced and customer focused hypermarket management professional with progressive years of exposure in Retail loss Prevention, Internal Audit, Retail operations and expertise in Front Office Management, Cash Management and Customer Services. To assist in improving the effectiveness of internal controls, Loss prevention, corporate governance and risk management by independently and objectively evaluating related processes, policies and mechanisms. Possess excellent communication, interpersonal and staff supervision skills with ability to provide warm guest service, building rapport with customers and achieving total guest satisfaction. A dedicated team player, who can bring to your business: additional professionalism, productive ideas, enthusiasm and out of the box thinking packed with practical work experience.

EDUCATION

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| Pursuing CIA | 2022 |
| Certification in Human Resources & Administration | 2010 |
| Certification in M/S Office | 2006 |
| Diploma in Hotel & Institutional Management | 1993 |
| Diploma in Refrigeration & Air Conditioning | 1990 |

Present

Retail loss Prevention & Internal auditor for Retail Store operations, Cash office, Assets, Mall management and HR. aswaaq Supermarket LLC.

- Assist in preparation of annual risk based Internal Audit Plan, Retail Store operations, Cash office, Assets, Mall management and HR.
- Implement approved annual risk based internal audit plan within agreed timelines.
- Collect and analyse data to detect deficient controls, duplicated effort, and fraud, non-compliance with laws, regulations, and (SOPs) policies.
- Review of CCTV footages for process noncompliance and frauds.
- Provide inputs for improvements in internal control systems, processes, avenues for cost savings and revenue leakages.
- Examine and evaluate financial and information systems, recommending controls to ensure system reliability and data integrity.
- Follow up on management's action plan (previous years) and update the findings in database.
- Review and document business processes, identify gaps and recommend actions to mitigate the risks.
- Perform full audit cycle including risk assessment, planning, and execution, reporting and closing for all audited stores and departments.
- Identifies, recommends, and implements systems to minimize loss of merchandise, money, or company assets.
- Audits and investigates sources of known losses. Monitors inventory to identify theft or shortages.
- Investigates suspicious customer and/or employee activity.
- Discuss and align findings and recommendations with store managers and operation manager.
- Audit stock take process for compliance and stock variances (spot checks)
- Assist in preparation of Policies, SOPs.
- Assist in conducting investigations on need basis.

- Engage in continuous knowledge development regarding governance, Loss prevention, risk and audit practices and industry risks and best practices.

CAREER ACHIEVEMENTS

- Was In charge for new stores opening recruitment, training implementing procedures & policies for customer service, cashier, supervisors and Managers. aswaaq Supermarket LLC
- Consistently been promoted in job responsibilities on the base of excellent job performance. Started as Cashier & Customer Service 1995 Carrefour.
- Promoted to Cash & Customer Service Supervisor, then Assistant Manager – Cash / Customer Service and was promoted as Customer Service / Cash Manager in Carrefour till 2007,
- Performed in a consistent manner with indefinable enthusiasm, complete dedication and honesty towards assigned duties which lead to the achievement of company objectives.
- Demonstrated skills in surmounting challenges and taking up new challenges.
- Define processes and procedures for Customers Service & Cash Office.
- Defines correctives action plans at store level, in all aspects of the section (staff force, training, customer service, productivity, assets, hygiene, safety and security, processes & procedures ...).

EXPERIENCE SNAPSHOT



Present: Retail loss Prevention & Internal auditor Store operations, Cash office, Assets, Mall management and HR. Aswaaq Supermarkets : Feb—2012 Till date 2023

Aswaaq Supermarkets : Front end Manager (Operation Team) new Stores opening: June-2008 –Jan-2012



Cash & Customer Service Manager Carrefour Hypermarket, Dubai : Dec-1995-Oct-2007



Cash & Front office Rezayat group, KSA : Apr1994-Aug-1995

Welcome group sea rock Sheraton Restaurant Cashier Oct1 1989-Sept 1990

Skills & Competencies

- Risk based internal audit
- Loss prevention
- COSO integrated frame work
- Business Process & Internal control
- Committed to business improvement
- Meticulous attention to detail
- Quality driven
- Independent ,Objective & Ethical
- Influencing and interpersonal skills
- People management skills
- Coaching and mentoring

Training & Seminars Attended

- Loss prevention
- Fraud Prevention Detection & Investigation
- ISO 9001&14001 LRQA
- Food Hygiene basics
- Customer service
- Team building
- Business management
- Duty manager
- MTP store manager

Carrefour Hypermarket: Cash & Customer Service Management , Team Management ,Store Management- Duties And Responsibilities

HUMAN RESOURCES

- Managing a proper and fair schedule for the staff based on customer trend
- Be a model of application of the Management System and Company's corporate policies.
- Practice & guarantee the respect of company Values: Freedom, Responsibility, Sharing, Respect, Integrity, Solidarity and Progress.
- Ensure the respect of labour laws, the rules and cultural practices of the country.
- Ensure the participation of the team in the quest for enhancement of working conditions and productivity.
- Carry out Performance Analysis once a year, with the members of the team.
- Identify employees with high potential and growth in the company, and propose their career development plan.
- Guarantee and manage the training plan of the department.
- Guarantee and control the execution of technical training inside the department.
- Guarantee that each staff has undergone the basic cashier and customer service induction training prior to taking up the position.

MERCHANDISE

- Strictly control the merchandise flow according to cashier's procedure (including customer returns).
- Guarantee that the correction of transaction is strictly controlled and properly recorded.
- Report to Store Management customer's suggestions and complaints.
- Guarantee a proper stock management regarding consumables & stationery in the department.

Finance

- Propose and take necessary measures towards reduction of distribution costs.
- Develop actions to fight against fraud.
- Ensure and optimise with the Security Manager the security of the cash.
- Develop gains in the term of productivity.
- Supervise and control with the Security Manager the cash collection.
- Ensure the respect of the budget and forecast.
- Ensure the realisation of investment of the department in accordance with the budget and forecast.
- Use Benchmark to optimise consumable costs.
- Analyse discrepancies with the budget and propose action plans to correct.

ASSETS

- Ensure the proper conservation, utilisation and profitability of the store's assets.
- Respect the national concepts.
- Ensure the correct implementation of the Duty Manager rules.
- Respect and ensure the respect of security & hygiene procedures (assets and employees).
- Propose investments that reinforce the notion of "Discount", productivity and profitability.
- Guarantee the quality, the application and protection of the Company's "Know -How".
- Guarantee the quality of service offered to clients in the store.
- Listen to customers and react immediately to their request & suggestions
- Participate with the Management team to the store's Strategic Plan and guarantee its proper execution in the store.
- Guarantee the professional image of the Central Cash Officers Team.
- Support store General Manager to measure customer's satisfaction.
- Inform the Management about competition service in the store's catchment's areas.
- Report any action that might interfere with proper functioning of the company.

Front Office – Reception Duties

- Manage front office personnel include staffing, training, disciplining, scheduling and monitor performance in order to provide optimal guest satisfaction.
- Manage day-to-day operations and assignments of the front office staff; schedule, plan, and assign work. Conduct schedule and regular routine inspections of the front office and public areas to

ensure the appearance of such areas reflects highly on the hotel and company.

- Manage systems to include reservations, front office systems, and supplies, inventories, forecasting, and budgeting. Handle EPBAX system.
- Keep records of room availability and guests' accounts, manually or using computers.
- Answer inquiries pertaining to hotel services, registration of guests, and shopping, dining, entertainment, and travel directions. Deposit guests' valuables in hotel safe-deposit boxes.

PERSONAL DETAILS

Nationality : Indian
Date of Birth : 31st August 1969
Languages : English, Hindi, Urdu & Basic Arabic
Marital Status : Married
Visa Status : Employment
Address : Samir Mahmood Bldg., Al Wahda Street.
: Near Afaq kitchen - Sharjah.
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REFERENCE

Available upon request