



Priviledge Mafinyori

Dubai , UAE

+971529746744 | mafinyoripriviledge@gmail.com

Personal Details

- DESIGNATION : Assistant Store Manager

Objective

A highly motivated and results-driven Assistant Store Manager with experience in the retail industry. Proven track record of successfully managing daily store operations, improving sales performance, and providing exceptional customer service. Adept at leading and developing diverse teams, maintaining inventory accuracy, and fostering strong relationships with vendors and suppliers. Committed to driving continuous improvement, optimizing processes, and maximizing profitability for a leading retail establishment.

Skills

- Merchandising and Customer service
- Organizational skills and decision-making
- Leadership and staff training
- Multitasking and Time management.
- Excellent communication and Active listening
- Technical knowledge and knowledge in POS systems
- Report generation and conflict resolution
- Sales tracking and inventory management
- Flexible and Adability to change.
- Collaborative (team work)

Experience

- **National Foods** June 2023 - May 2024
Assistant Store Manager
- **Border Timbers Limited** February 2022 - December 2022
IT support Intern
- **Schweppes** January 2016 - May 2018
Merchandiser

KEY ROLES AND RESPONSIBILITIES

- - Supervised daily store activities, including customer service, merchandising, and product availability.
 - Managed store personnel and trained staff members; schedule shifts; monitor performance; address employee concerns; and ensure adherence to company policies.
 - Monitored stock levels, placed orders, managed inventory, and minimize shrinkage.
 - Developed and implemented merchandising plans, create visually appealing displays, and maintain store cleanliness and organization.
 - Built rapport with customers, resolved complaints and issues, and foster a customer-centric environment.
 - Collaborated with the marketing team to execute promotions and events, driving store traffic and increasing sales.

-
- Ensuring adherence to health, safety, and security regulations; maintain store compliance with local and company policies.
-
- Established and maintained strong relationships with vendors and suppliers, negotiate pricing, and monitor delivery schedules.
-
- Implemented security measures and protocols to minimize theft, fraud, and inventory shrinkage.
-
- Stayed alert about industry developments, local competition, and customer preferences to adapt store strategies and offerings.
-
- Coordinated repairs, ensuring proper functioning of equipment, and maintained store appearance.
-
- Generated and submitted regular reports on store performance, KPIs, and sales trends to upper management.
-
- Stayed alert with product information, trained staff on product knowledge, and provide guidance to customers as needed.
-
- Acted as a liaison between store staff and corporate management, relaying key information and updates.
-
- Pursued professional development opportunities to enhance personal skills and industry knowledge, and encouraged staff to do the same.

Education

- Bachelor's Degree in Information Systems

Reference

- Available upon request -