

# CURRICULUM VITAE



**QAZIM RAZA**

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**Summary:** Having a total work experience of 8+ years in sales & operations. With the above background and a propensity towards the subjects, I have extensively utilized my skills during the past tenure of my services and successfully achieved the targets assigned in the following well-known Companies:

**Career Goal:** Possessing a number of significant achievements & experience within Retail. Professional approach to solving problems and optimizing team potentials whilst proactively developing new business strategies and ideas. Now looking for challenging position within the Retail where I can make significant contributions towards Organizational objectives and professional growth.

**Areas of Expertise:**

Budget management, Logistics, Production Management,  
Project Management, People management,  
Decision Making, problem solving, Loss and prevention,  
Risk analysis, Technical Proficiency.

*Professional Experience and Significant Achievements.*

**Store Operations Manager**

VIVA SUPERMARKET (Landmark Group) UAE. (A leading retail group)

Date: 1<sup>st</sup> Jan\_2018- 2nd-Feb-2023

**Duties and Responsibilities: -**

- Track sales report and stock availability to meet customer requirements and increase profits.
- Developing store strategies to raise customers' pool, expand store traffic and optimize profitability.
- Meeting sales goals by training, motivating, mentoring, and providing feedback to store staff.
- Ensuring high levels of customers satisfaction through excellent service.

- Complete store operational requirements by scheduling and assigning employees; following up on work results
- Maintain store staff by recruiting, selecting, orienting, and training employees
- Maintain store staff job results by coaching, counseling and disciplining employees, planning, monitoring and appraising job results
- Minimize out-of-stock and overstock to ensure availability of stock.
- Schedule associates engage in specialized skills training, and delegate work to use talents and abilities to increase profits.
- Execute localized merchandising plans and follow company plans to ensure meat department achieves profits.
- Manage and track inventory records to estimate gross monthly profits as per company guidelines.
- Ensure compliance with safety and sanitation standards mandated by state, federal and regulations.
- Ensure associates run equipment safely.
- Communicate with departments to design marketing plans to meet store's profits.
- Determine Every Department areas for improvement and institute changes to address concerns.
- Manage department records on associate performance, discipline, and sales plan.
- Store planogram management
- Margin overview and forecast planing .
- Direct delivery and in house product allocation.
- People Management.
- Hygiene management.
- Stock management
- Known and unknown loss management .
- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements
- Ensure availability of merchandise and services by maintaining inventories
- Secure merchandise by implementing security systems and measures
- Protect employees and customers by providing a safe and clean store environment
- Maintain the stability and reputation of the store by complying with legal requirements
- Determine marketing strategy changes by reviewing operating and financial statements and departmental sales records
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional society

Store Operations Manager  
*PUMA-(July\_2014 -Oct\_2017)*

*Duties and Responsibilities: -*

- The Store Manager plans and directs the day-to-day operations of the store. Develop strategies to improve customer service, drive store sales, increase profitability, create store policies and marketing programs that will increase sales and grow the existing customer base. Maintain high store standards and conditions and foster a positive environment.
- Ensure customer needs are met, complaints are resolved, and service is quick and efficient. Ensure all products and displays are merchandised effectively to maximize sales and profitability. Forecast staffing needs and develop a recruiting strategy to provide optimal staffing in all areas.
- May require a bachelor's degree or its equivalent at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices and procedures. Rely on extensive experience and judgment to plan and accomplish goals. Lead and direct the work of others. Typically reports to top management. The successful candidate will maintain and adjust operations to stay within the corporate budget and make any changes necessary to sustain the projected profit margin for each quarter
- Finalizing the deals with the clients individually and executing them.
- Meeting company objectives of sales targets.

*Educational Qualifications: -*

MBA ( international business) from Punjabi university

**Personal Profile:**

Date of Birth	:	11-03-1990
Father's Name	:	GH Mohd Bhat
Mother's Name	:	Ameena Banu.
Marital Status	:	Married.
Languages Known	:	English, Hindi, Urdu, and Punjabi
Nationality	:	Indian
Passport No	:	M2648417

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**Declaration:**

I hereby declare that above mentioned particulars are true and complete to the best of my knowledge.

Place: Sharjah

Qazim Raza