

Contact Detail:

REJU TITUS KURIJANKULAM.

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ADDRESS: - Doha, Qatar

✦ *Aiming for career enrichment in the field of-Fashion- Retail Management & F.M.G.*

PROFESSIONAL SUMMARY:

Store Supervisor & Warehouse receiving Supervisor Fashion Apparel/FMCG/Footwear Retail Store Operations, Sales & Administration Management professional with 7 plus years' Experiences in Handling Sale & Marketing function With Retail and wholesale Exposure in Luxury goods. Specialized In Department Supervisor, Retail Management / Warehouse Supervisor.

CAREER OBJECTIVE:

- **Store Supervisor Operation: E-Commerce · Inventory Management · Quality Assurance · Supply Chain Management · Customer Services · Process Improvement · Leadership**
- **Fresh (Fruit & Vegetables) /Home Appliances/ Dairy Product/Beverage/ Beauty & Supplement.**
- **Department Store Supervisor & Warehouse Supervisor Home appliances/Fashion Apparel/FMCG - Fresh Food/ retail Operations.**
- Retail Store Supervisor with 7 years Gulf Experience.
- 2. Years' Experience in documentation and Administration, Rajkot Gujarat.
- Consistent performer with a strong track record, positive attitude, ability to handle assignments under high pressure.
- Strong negotiating skills.
- Strong communication and correspondence skills
- Good command over English, Hindi, Gujarati and Malayalam
- Strong vendor base in Qatar for all Retail related products including Local Purchase Toys, kitchen & Dining Stationery and more.....

ATTRIBUTES/ ABILITIES:

- Self- motivated, methodical and process driven
- A team player, continuous learner and proactive

Strength:

- Deep interest in learning and working
- Excellent communication skill
- knowledge in computer applications
- Honest & Trustworthy
- Self-Confidence & Good Outlook.
- Team Work, Leadership/Supervision, Smart Working.
- Comprehensive problem solving abilities
- Internet and Ecommerce management
- Computerized accounting with tall

Professional Experience:



✓ **Worked as a Receiving Supervisor – Retail / Supermarket / Hypermarket (Al Meera Consumer Goods Company Q.P.Qatar, Doha.)**

• September 2022- to – Till Date.

- ✓ **About Company Description:** Established in 2005, Al Meera Consumer Goods Company (Q.P.S.C.) aspires to be the leading retailer in Qatar, offering the best shopping experience to customers.

Roles & Responsibility: As a Receiving Supervisor I have to manage entire receiving area responsible for overseeing the flow of goods in and Out of their Company. Ensure that all shipments re handled properly, tracked through transit, & delivered on time and in good condition. Also be responsible for managing inventory & other logistic – related tasks. This Might include things like ensuring that supplies are ordered in a timely fashion, Coordinating with vendors to get best deals on products, Etc.

- ✓ Accountable for all invoices, Delivery Notes, New Shipments Bill/Bill of lading by ensuring goods being received relevant documentation and the same is updated in the system **SAP (Systems Application & Products)** for future reference and report generation. To report warehouse Inventory Officer.
- ✓ In- charge of the day to day activities and overseeing work activities Ensure all Received/Stored & Dispatched goods & assets are corresponding to the purchased orders/Sales orders through paper checking.
- ✓ Implementing a First-In-First-Out (FIFO) system for stock issuance, which helps maintain the freshness and quality of products.
- ✓ Coordination with the procurement Department.
- ✓ Respect of freshness /hygiene & Food safety rules
- ✓ Strictly follow the Receiving/Return/inter transfer & Dispatching procedures
- ✓ Capture all transactions (receiving, return, transfer to production warehouse and dispatching) daily in the Back- Office system, and well attend the paper work
- ✓ Check and control the waste items
- ✓ Monitor warehouse entrance and check suppliers who are entering the receiving area
- ✓ Arrange the return goods and waste; separate the waste and damaged goods
- ✓ Prepare the stock transfer from warehouse to production area
- ✓ Follow the necessary measures taken by Warehouse Manager towards continuous reduction of the operational and shrinkage/waste costs
- ✓ Arrange the warehouse for the monthly stock count and control
- ✓ Maintaining records of pallets and crates in stock, ensuring they are properly managed and accounted for.
- ✓ Report any suspicion regarding possible fraud activities to the Warehouse Manager
- ✓ Respect Company DOA



مركز التموين العائلي
Family Food Centre

✓ **Worked as a Store Category In charge –Department Store (Family Food Centre W.L.L- Qatar, Doha.)**

▪ March 2021- to – June 2022

- ✓ **About Company Description:** Family Food Centre one of the oldest & finest supermarket in Qatar. They Stared 1978 in Qatar’s supermarket they have 5 large retail Store across the state of Qatar, consisting 2, 20,000sq.ft retail area. Over 1, 30,000 customer visit our store each week.

- ✓ **Roles & Responsibility:** My Current primary responsibilities hard-core Store sale analysis, keep focusing store planning Store merchandising as per category vies stock arrangement. Recruiting and training staff new Employees, establishing and working towards strategic departmental goals and managing a

- ✓ Responsibilities to Achieve Sales Target on a monthly/yearly basis, KPI's, maintaining, by ensuring 100% Good Effective Customer Services
- ✓ Apply FIFO Method (First In First Out).
- ✓ Oversee day to day operation related to V.M, Retail Store SOPs adherences, sales team schedules and commissions.
- ✓ Ageing Stock return back to suppliers/ vendors.
- ✓ Supporting the floor sales team and online sales team/ marketing team to increase the store vale
- ✓ Main responsibility is to manage entire Store Retail in all aspects like Sales Budget Achievement, Man Management, Administration, Customer Service and Maintaining Retail Standards all the time, Merchandising of goods, timely implementation of Feature Plans, Ground Floor Plans, Super Deals offers & Bill Busters, Visual Merchandising, Staff Motivation, Training & Development of Staffs, Performance Management and Inventory Management & Control
- ✓ Motivate the sales team to meet sales objectives by training and mentoring staff.
- ✓ Respond to customer complaints and concerns in a professional manner.
- ✓ Ensure store compliance with health and safety regulations.
- ✓ Develop and arrange promotional material and in-store displays.
- ✓ Prepare detailed reports on buying trends, customer requirements, and profits.
- ✓ Undertake store administration duties such as managing store budgets and updating financial records.
- ✓ Monitor inventory levels and Local purchase order new items.
- ✓ Deal with all issues that arise from staff or customers (complaints, grievances etc)
- ✓ Be a shining example of well behaviour and high performance
- ✓ Keep maintaining Stockroom arrangement & cleaning.
- ✓ Motivating staff team giving Briefing and guide the staff on achievement of the daily / weekly / monthly sales target.
- ✓ Implementing new Idea on Floor Display.
- ✓ Make inbound and outbound calls to sell company products
- ✓ Communicate with customer through phone, E-mail Chats & Social Site Facebook & WhatsApp's **Business Account.**
- ✓ Maintain up-to-date knowledge about product information and promotions.



✦ **Worked as a Sr. Sales Associate & Team Leader (in Dollar Plus with Apparel Group Fashion – Qatar, Doha.) (Manipulate online 6th street fashion store working As Team Leader Handling 3 store Dollar plus in Qatar.)**

December 2016 – To – Feb- 11,

2021

Apparel was founded in 1999 by Nilesh Ved, Oman every journey has to start somewhere. From one store in 1999 to the opening of its 1750+ stores. Some of which are bestsellers at stores even to this very day. In the years to follow, Apparel followed the path of oil discovery and made its way in to UAE Oman & Qatar, and evolved rapidly from a retailer to also specializing in the wholesale and distribution of consumer products.

Roles & Responsibility:

My responsibilities Online shopping 6th street team leader & store Merchandise 1500sq. Feet handling conflicting sections Gift & Card/Fashion & Foot wear/ Kitchen & Bath/ Living & Décor item /Garden & Hardwar.

- ✓ Achieving Sales Targets by ensuring 100% Good Effective Customer Services.
- ✓ Greet customers and ascertain what each customer wants or needs
- ✓ Responsible for floor Maintenance & Cleaning for higher sales results.

- ✓ Producing window display, Signs, Interior Display, Floor Plan & Special Promotion displays.
- ✓ Creating appealing & eye-Catching visual display that lead the customer through the entire store.
- ✓ Change Display to promote new products launches and reflects festive or Seasonal Theme.
- ✓ Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- ✓ Monitor Cash Counter Station.
- ✓ Pay Bill (Maintain Petty Cash.)
- ✓ Supporting & Implementing Store merchandising Plan new opening Branch & Staff.
- ✓ Take Care of stock Inventory on weekly basis and requisition new stock.
- ✓ Motivating staff team giving Briefing and guide the staff on achievement of the daily / weekly / monthly sales target.
- ✓ Implementing new Idea on Floor Display.
- ✓ Resolving customer issue & taking feedback of services.
- ✓ Reducing Store Damage & controlling Shrinkage.
- ✓ Initiate changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market.
- ✓ Communicate with customer through phone, E-mail Chats & Social Site Facebook & WhatsApp's **Business Account**.
- ✓ Perform online sales activities to achieve company sales objectives.
- ✓ Work independently or in a team to achieve monthly sales quota.
- ✓ Make inbound and outbound calls to sell company products
- ✓ Maintain up-to-date knowledge about product information and promotions.

ADITYA HOSPITAL

✦ **Working as an Administration at Aditya Hospital PVT. LTD**

Setermber-2015 to Nov-2016

Aditya Hospital was founded by Dr. Jayesh Mehta in 1995 One of the top leading Hospital in Rajkot & Ahmedabad expertise Doctor Urologist & orthopaedic.

- ✓ Supervise daily administrative operations
- ✓ Train new employees
- ✓ Resolve potential issues with patients
- ✓ Prepare work schedules
- ✓ Maintain organized medical and employee records /Maintains OPD Books + Indoor Bills
- ✓ Monitor expenses and suggest cost-effective alternatives
- ✓ Petty cash
- ✓ Operating computer software and office equipment
- ✓ Monitor expenses and suggest cost-effective alternatives
- ✓ Office equipment details and upkeep like stationery ect..



✦ **Working as an Assistants Administration Maahi Milk Producer Company PVT. LTD. (Formerly Known as Mother Dairy) (Under Quality Services payroll).**

• **April- 2014 to May-2015**

- **About Company Description:** About Maahi Milk Producer Company Limited is a Producer Company 1956 on June 7, 2012 in the State of Gujarat. The main objects of the Company to be

pursued is to undertake the business of pooling, purchasing, processing of milk and milk products primarily of the Members and also of others, marketing of the same and to deal in activities that are part of or incidental to any activity related thereto.

Its Great opportunity to start my career with top leading company with top management.

Roles & Responsibility:

- ✓ Monitoring the Office Administration
- ✓ Petty cash.
- ✓ Office maintenances.
- ✓ Transportations arrangement.
- ✓ Taking the quick action in case of any fault in assets like Building, Vehicles, Computers, Photocopier machine Fax Machine, Office Air conditioning System, and Telecommunications etc.....
- ✓ Monitoring the Housekeeping activities of Pantry Services and Canteen Services.
- ✓ Compiling and Forwarding the Requirements of Diaries, Calendars, Uniforms, Gift Articles, etc...
- ✓ Handling all front office functions like attending calls, attending guests/visitors, courier arrangement etc. Hotel booking for employees and guests.
- ✓ Office equipment details and upkeep.
- ✓ Provide office assistance in office supplies like office equipment & support items like Pantry/ Housekeeping.
Supervising office vendors and coordination of regular building maintenance
- ✓ Bill processing of all the Admin related Activities, Hotel bills, guest house bill Fax machine stationery bills, photocopy Machines, Printers, Common Area maintenance, CUG card Bills, Data Card Bills,etc...
Fulfilling the Administrative requirement of AGM viz, Venue Search, Stationery, Refreshments, Lunch, Seating arrangements, Transport Management, Etc.
- ✓ Preventive / Breakdown Maintenance of equipment (DG Set, UPS, Fire Fighting, Access Control etc.) AMC Management and permits for work order etc.
- ✓ Distributing the Incoming Correspondence to the respective Employees and dispatching the outgoing correspondence through Mail/courier.

ACADEMIC QUALIFICATION:

- **MBA Airline & Airport Management in Madurai Kamaraj University Tamilnadu 60.00%.**
- **B.Com (Bachelor in Commerce) with Information Technological In Saurashtra University with Grade of 59%.**
- **HSC Passed in Gujarat State Board (university) with Grade of 60% in Commerce.**
- **SSC Passed in Gujarat State Board (university) With Grade of 50%.**

INFORMATIONATIONS TECHNOLOGY SKILL:

- **SAP Retail Module: Invoice / Adjust mass stock/ Inventory report / supplier Goods report etc...**
- **Oracle ERP (java) : closing sales report/ageing report / order sheet/ negative report/ LOP order/ Category sale report/entirely yearly sales report.**
- **Oracle Retail solutions: SOP opening- cloning store register/ auditing/ inventory /billing/ transfer item check in check out/ stock maintain hourly sales follow-up price updating .**
- **IBM Software Online Shop.**
- **Monthly stock report in oracle.**

- **Microsoft Dynamics Navision S.O.P:** Retail 2018 Opening Closing Float Slip, Posting Daily Sales report YTD, Posting Shift Channing Staff, Transfer Item Other location Posting etc...
- **S.A.P: PO & SOP** processing Material module, Making Services Entry Create Purchase requisitions for new vendor new rate & Tax% Vat Good movement (Migo) last used 2015.
- Microsoft Office (word, Excel-03/2010/2013, PowerPoint, Outlook)
- **Corel Draw**
- Accounts Software Internet

LANGUAGE SKILL:

Language	Read	Write	Speak	Proficiency
English	Yes	Yes	Yes	Proficient
Hindi	Yes	Yes	Yes	Proficient
Malayalam	No	No	Yes	Intermediated
Arabic	No	No	Yes	Beginner

PASSPORT DETAILS:

PASSPORT # : Y5024775
 DATE OF EXPIRY : 09.07.2023
 PLACE OF ISSUE : Doha
 DATE OF ISSUE : 10.07.2023

PERSONAL DETAIL:

- Father Name : TITUS ISSAC KURIJANKULAM
- D.O.B : 04- JULY -1992
- Gender : Male
- Married Status : Married
- Religions : Christian
- Nationality : Indian
- Current Salary : 5000/- QAR.

DECLARATION:

I, **Reju Titus k.** hereby Declare that all the Information given above is correct to the best of my Knowledge, and nothing has been concealed or distorted.