

Mohammed Sadaq

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Objective

Highly motivated and results- driven professional with ten years extensive experience in retail industry. Proven track record of successfully overseeing all aspects of store operations, including sales, customer service, inventory management, and team leadership. Dedicated to driving business growth, optimizing productivity, and delivering exceptional customer experiences. Seeking a challenging position where I can utilise my skills and knowledge to contribute to the success of a dynamic organisation.

Skills

- Communication
- Customer Service
- Problem Resolving
- Product Knowledge
- Product Demonstration
- Store Operations
- Inventory Control
- Merchandising
- Proficient in Microsoft Office

Education

Diploma

March 2005

Calyx Solutions

- PGDCA in Computer Science

Work Experience

Administrative Supervisor

February 2022 - February 2024

Exon Falcon General Trading LLC (Dubai, United Arab Emirates)

- Effectively manage and lead administrative personnel, ensuring a cohesive and productive work environment.
- Implement strategies to streamline daily operations, enhancing efficiency and productivity.
- Develop and enforce organisational policies to maintain compliance and operational integrity.
- Address and resolve administrative issues promptly, maintaining a smooth workflow.
- Foster clear communication between departments to promote collaboration and information flow.

- Contribute to organisational success by participating in strategic planning initiatives.

Assistant Store Manager

August 2017 - December 2021

Aptronix India (Apple Premium Resellers) Hyderabad, India

- Maintain store ambiance according to Apple standards.
- Build strong customer relationships and provide tailored solutions.
- Ensure all team members comply with Apple's operational, ethical and legal standards.
- Training and motivate team members to achieve goals and align with Apple's values.
- Drive sales, promote AppleCare and accessories, and analyze trends for improvement.
- Build strong relationships, deliver exceptional service, and resolve escalations.
- Manage inventory, merchandising, budgets, and compliance with policies.
- Follow Apple's planogram visual merchandising guidelines to enhance customer experience and sales.
- Align with leaders and foster teamwork across all roles.
- Address challenges and make data-driven decisions.
- Support sales strategies to meet targets and promote AppleCare, services and accessories.
- Track performance metrics and ensure policy adherence.
- Ensure adherence to policies and drive accountability for achieving store targets.

Department Manager, Landmark Group (Jeddah, Saudi Arabia). April 2014 - March 2017

Store Manager, Lot Mobiles Private Limited.

December 2013 - February 2014

Store Incharge, Mobisol Samsung Service Center.

March 2012 - November 2013

Store Incharge, Spice Retail Limited.

January 2009 - February 2012

Certification

Apple Sales Training has Successfully Achieved the status of Apple Sales Professional Certified granted by Apple 01-01-2020

Languages

- English : Proficient,
- Arabic : Conversational,
- Hindi : Proficient,
- Telugu : Proficient,