



Ahmed Zakaria

SUPERMARKET MANAGER

+9710506496643

ahmedzakaria291980@gmail.com

ETA Building A Deira
Dubai, Deira, 98623,
DUBAI

ABOUT ME

MBA, Marketing & HR, Rajasthan University. 13 Year Experience in Retail Operation. With extensive expertise in retail operations management, I have a strong growth mentality and have proven my ability to find new revenue opportunities, strategize operations, develop teams, enter new markets, and then elevate the business to the next level. I have been recognized for outstanding accomplishments in retail expansion, increasing market share and profitability, expanding brand awareness, customer relationship management, and executing business plans to meet organizational goals.

SKILLS

Leadership



Developing team



Time Management



Fast-paced item scanning



Active Listening



Fast-paced customer service



WORK EXPERIENCE

Supermarket Manager

Dark Store Sulaibiya, KUWAIT / Jan 2022 - Apr 2022

- Drive daily store operations, ensuring efficient order fulfillment.
- Oversee inventory rotation to maintain optimal stock levels.
- Manage all aspects of store operations, including staffing and inventory control.
- Provide strategic leadership to the warehouse team for seamless operations from receiving to dispatch.
- Plan and allocate resources, optimizing manpower, equipment, and space to meet productivity targets.
- Continuously refine warehouse processes to enhance efficiency, reduce costs, and boost throughput.
- Implement robust inventory control strategies, such as cycle counting and SKU rationalization, to ensure accuracy and minimize stockouts.
- Prioritize and coordinate order processing to ensure timely and precise order fulfillment.
- Led order fulfillment, ensuring timely and accurate deliveries.
- Optimized inventory rotation, reducing stockouts and surplus efficiently.
- Managed store operations, boosting productivity and staff performance.
- Enhanced warehouse processes, cutting costs and maximizing throughput.

Supermarket Manager

THE SULTAN CENTER, MANGAF, KUWAIT / Aug 2014 - Jan 2022

- Managing daily operational activities while achieving profitability.
- Oversees the rotation of inventories within the store & warehouse.
- Keeping constant interaction with management, employees, and vendors to ensure the proper running of the business.
- Achieving sales target over the budget by 7%.
- Mentoring the operations staff to enhance their capability and commitment to accomplishing business objectives
- Ensuring product replenishment Optimizing the stock levels
- Observing the store flow and quality control & stock rotation As per the SOP
- High sense of customer culture approach, prioritizing customer experience
- Ensuring the delivery of exceptional customer service to clients in a fast-paced environment
- Effectively delegate workload and motivate the team to achieve the agreed supermarket key performance indicators in a timely and systematic manner
- Overseeing and ensuring smooth operational flow at out supermarket
- Played a pivotal role in the new stores setup and engaged in establishing new supermarket stores
- Held individual performance meetings with team members to provide constructive feedback and maintain positive working relationships.
- Optimizing the stock control and handling the customer complain

Grocery food handling

Customer assistance

Inventory management

Stock Report

Warehouse Report

Promotional Display

Problem solving

Business development

Category Management

People management

Store Hygiene Issue

Creating opportunities

Revenue oriented

Analytical Thinking

LANGUAGES

Hindi

English

Arabic

- Identify profitability ratio by studying financial statements and operating statements
- Organize training, orientation, and supervise all departmental supervisor
- Deal with all complaints, queries, and other related customer service issues
- Review merchandising by formulating pricing policies
- Improve profit and attain sales target of the supermarket
- Complete all the operational requirements of the department
- Oversee receiving orders and stock control
- Managed the evaluating, determining value and pricing of new products within product range.
- Constantly walking the store and an opportunity to greet customers, offer our knowledge and where possible upsell
- Planned and executed areas for improvement to ensure customers understand and receive the full Brand experience
- Established budgets for specific projects and teams and controlled costs.
- Ensure all relevant administrative work is carried accordingly
- Oversee and ensure staff performance, mentoring, planning as well as training
- Implementing categories, inventories, item display and promotional activity
- Assist in the budget policies as well as any stock related duties stock take, ordering, and any other logistical related duties
- Manage to generate the necessary reports as when required as Negative margin report, Shrink report, Top selling item report, zero stock report, negative stock report
- Boosted sales 7% beyond budget through strategic stock management.
- Enhanced store operations by mentoring staff and optimizing stock levels.
- Led new store setups and improved customer experience in fast-paced settings.
- Analyzed financials to identify profit ratios and improved merchandising.

Receiving Store Supervisor

TSC, KUWAIT / Jun 2013 - Jul 2014

- Set safety stock based on historical sales and forecast.
- Manage finished goods inventory to ensure accuracy and optimize workflow.
- Resolved conflicts among team members promptly, maintaining a harmonious working environment conducive to productivity.
- Collaborated with other departments to achieve organizational goals, fostering teamwork across various functions.
- Reduced employee turnover by fostering a positive work environment and providing ongoing feedback to staff members.
- Increased team productivity by implementing efficient workflows and setting clear expectations for staff members.
- Mentored junior staff members in their career development, sharing knowledge from years of experience in the field.
- Enhanced communication within the team by holding regular meetings and encouraging open dialogue among all members.
- Developed staff skills through targeted training programs, resulting in improved performance and career growth opportunities.
- Audit, code and process invoices related to logistical movements.
- Develop and manage department goals through analysis of monthly production and sales goals.
- Ensure customer and department needs are met; communicate with VP of operations, material manager, and IT department daily.
- Manage inventory between 12 locations.

- Reducing the wastage of material by storing the product on right place

Retail Operation Supervisor (SALES)

FUTURE GROUP RETAIL PVT LTD, INDIA / Aug 2002 - Oct 2005

- Spearheaded supermarket operations to ensure consistent achievement of objectives.
- Supported shrinkage and safety awareness, reviewed sales and inventory data, identified trends and prepared reports for management.
- Measured Customer Delight- quality level on an ongoing basis as an indicator of team performance for reward system.
- Enhanced and update standard operating procedures to increase efficiency in business operations.
- Ensuring that shelves and displays are well stocked at all times and are visually appealing
- Balanced workloads to meet targets without overtaxing employees
- Decreased costs by negotiating with vendors and suppliers for better prices
- Issued customer loyalty vouchers and promotional offers, encouraging repeat visits.
- Greeted customers enthusiastically, engaging in conversation to ensure friendly, professional customer care.
- Encouraged customer sign-ups to loyalty card schemes, promoting current offers for repeat custom.
- Helped with grocery packing, working efficiently to minimise delays for queueing customers.
- Supported shrinkage and safety awareness, reviewed sales and inventory data, identified trends and prepared reports for management
- Employed process improvement initiatives within department

Marketing Executive

ICEBERG FOOD LTD., Ranchi, INDIA / Jun 2010 - Sep 2010

- Prepared detailed marketing forecasts on daily, weekly and quarterly basis.
- Created sales strategies to promote advertising offerings and motivate larger deals.
- Identified, developed and evaluated marketing strategies based on knowledge of company objectives and market trends.
- Managed escalated client enquiries with exceptional professionalism and enthusiasm.
- Plan, execute and Update Marketing Planner on a regular basis
- Launch optimized online ads through Google AdWords, LinkedIn etc. to increase company and brand awareness
- Prepare online newsletters and promotional emails and organize their distribution through various channels
- Provide creative ideas for content marketing and update the website.
- Collaborate with designers to improve user experience
- Acquire insight into online marketing trends and keep strategies up to date
- Maintain partnerships with media agencies and vendors.

EDUCATION

10th passed

DAV PUBLIC SCHOOL, Jharkhand, INDIA / Jharkhand / 1999

12th passed

DAV PUBLIC SCHOOL, Jharkhand, INDIA / Jharkhand / 2002

INDUSTRIAL ACCOUNTANT

INDUSTRIAL COMPUTER ACCOUNTANT, West Bengal, INDIA / West Bengal
/ 2007

Bachelor of Commerce

SBR COLLEGE, Bihar, INDIA / Bihar / 2008

DIPLOMA IN COMPUTER APPLICATION

ROYAL INFOTECH INSTITUTE, Rajasthan, INDIA / Rajasthan / 2011

Master of Business Administration

Siddhartha Institute Of Modern Management, Rajasthan,
INDIA / Rajasthan
/ 2012