



Shijin Biji Mathew

Store Incharge

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. Ensure that the store is properly stocked with products and manage inventory levels to prevent shortages or overstocking. Hire, train, and supervise supermarket staff, ensuring that they provide excellent customer service and follow company policies and procedures. Managerial duties include, but are not limited to leading the team, setting objectives, analyzing performance, making decisions, and reviewing.

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Education

MBA HUMAN
RESOURCES
TAMILNADU
UNIVERSITY ,INDIA

BSC
ELECTRONICS
KERALA,
UNIVERSITY
INDIA

Expertise

- MANAGEMENT SKILLS
- NEGOTIATION
- CRITICAL THINKING
- NAVISION
- SAP
- OUTLOOK
- TALLY
- MICROSOFT

Experience

○ November 2022–June 2024 (Immediate join)

Ghassan Aboud Group (Grandiose)

Store Incharge

- Addressed and answered customer concerns.
- long-term client relationships.
- Communicated with customers about new product options.
- Consulted and advised clients on service solutions.
- Cultivated positive customer relationships.
- Deepened relationships with key clients.
- Customer needs are met and complaints/queries are resolved in a timely manner.
- Action plan for improvement
- Customer service standards within store
- Recognising business opportunities.
- Strategically expanding, preserving or improving company procedures, standards or policies.
- Achieve or exceed shop sales targets.
- Budget on a daily and weekly basis and to give feedback to managers and also to communicate to staff.
- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff.
- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure compliance with policies and procedures
- Maintain outstanding store condition and visual merchandising standards
- Report on buying trends, customer needs, profits etc
- Propose innovative ideas to increase market share
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Be a shining example of well behavior and high performance.
- Achieve retail standards by evaluating all stores against the same criteria.
- Perform efficient and regular retail standard audits, even in stores in remote locations.
- Track audit scores and identify trends and recurring issues that cause deviations from the standards.
- FMCG Items allocating resources effectively to meet operational demands.
- Managing inventory,
- Optimizing routes for distribution,
- Balancing workloads
- Strategic resource allocation is critical.

Certificates

- Customer Service Training
- Hygiene Training
- Standard Operating Procedure Training,
- Fire & Safety Training

GMG Consumer Goods Operation Supervisor

- Provide direction and guidance to branch staffs in their assigned job duties.
- Follow and enforce store policies, security measures and customer service standards.
- Provide excellent customer services for sales growth.
- Develop positive shopping experience and ensure customer satisfaction.
- Evaluate performance of each staff and provide appropriate feedback.
- Perform inventory control to avoid over stock and low stock.
- Develop process improvements to maximize sales and profitability.
- Most importantly, handle customer queries, concerns, and complaints.
- Ensure that all products are properly tagged and labelled.
- Planning and executing departmental budgets.
- Overseeing inventory needs and undertaking office management and administration.
- Coming up with effective strategies to enhance the organization's financial health.
- Recruiting quality employees to provide high-quality customer support.
- Motivating and supervising employees.
- Evaluating the performance of your assigned employees, delivering positive and/or negative feedback, and addressing any shortcomings.
- Research methods to improve operations and reduce costs
- Monitor and report on department performance
- Supervise and train employees
- Provideing administrative support
- Ensure compliance with company policies and regulation
- Monitor and analyze key performance metrics to identify areas for improvement and implement changes as needed.
- Work with management to develop and manage departmental budgets.
- Communicate with clients and stakeholders to ensure operational excellence and customer satisfaction.
- Ensure compliance with legal and regulatory requirements.
- Identify opportunities for process improvement and innovation.
- Train and develop staff to improve their performance and ensure adherence to company policies and procedures.

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Customer Service Representative

- Recording information as needed. Greeting clients and visitors as needed.
- Updating paperwork,
- maintaining documents, and word processing.
- Helping organize and maintain office common areas. Take ownership of customer issues,
- Troubleshoot problems and drive resolutions,
- Escalate unresolved issues to relevant internal teams.
- Collect prompt and accurate customer feedback,
- Document knowledge as solution articles,
- Master the use of help desk software.

PERSONAL DETAILS

DATE OF BIRTH : 19TH DECEMBER 1994

NATIONALITY : INDIAN

PASSPORT NO : W5310292

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