

**ADHIL KAMAAL**

## **TEAM LEADER**

ELECTRONIC/NON FOOD



5 years of experience as a **Team Leader** at **Carrefour** Hypermarket managing the **Heavy household** and **Light household** departments within the store has significant achievement in sales as well as customer satisfaction.

## **AREAS OF EXPERTISE**

- Office Automation
- Mobility
- Tv Hifi
- Home Appliances
- HouseHold Goods
- Beauty Product

## **CERTIFICATIONS**

- Certificate in Microsoft office
- Industrial training in windows network administration

## **SKILL HIGHLIGHTS**

- Strong leadership
- Sales analysis
- Inventory
- Computer system
- Back office system
- goal oriented
- market awareness
- Strong communication
- Multitask
- Net promoter score

## **EDUCATION**

- High school

## **LANGUAGE**

- English
- Tamil
- Hindi
- Arabic

## **CONTACT**

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## **DUTIES AND RESPONSIBILITIES**

**TEAM LEADER** - 2016 to 2021

**MAF Carrefour**, Dubai UAE

- Help retail sales staff to achieve sales targets.
- Ensuring that each customer receives outstanding customer service.
- Conduct daily and weekly briefings.
- Organize and arrange weekly staff schedule.
- Arrange sales-related training for sales staff.
- Analysis of daily, weekly, and monthly sales reports.
- Comparing last year's sales to excel this year sales revenue.
- Follow up on a purchase order and make sure to return aging stock, customer returned items.
- Ensure promotions are accurate and merchandised as per the company's standards.
- Listening to comments, criticism, and feedback from customers to improve personality and store performance.
- Analysis of top sellers and merchandising effectiveness.
- Make promotions according to customer diversity.
- Work on department merchandise display and assortment.
- Maintain inventory and ensure items are in stock.
- Identify the current and future trends that appeal to the customer.
- Establish a branding deal with suppliers to increase store performance.

➤ **Sales representative** – 2014 to 2016  
**Office automation and mobility**  
**MAF Carrefour**, Dubai UAE