



SYED ALIMUDDIN

Store Incharge _ United Arab Emirates

+971507867726 +971503647427 | syeda4347@gmail.com

Objective

As an experienced Store Incharge, I have a proven track record of increasing sales, reducing costs, and improving customer satisfaction. I have a deep understanding of store operations, from inventory management to customer service, and I'm adept at motivating and leading teams to success. My commitment to driving growth and efficiency has enabled me to make a lasting impact on the bottom line.

Experience

- **CROSSWORD BOOKSTORE PVT LTD _ HYDERABAD - INDIA** 04/2023 - 03/2024
Store Incharge
 - Utilized WINBDS software for inventory control and sales tracking.
 - Assist the Retail Store Manager in planning and implementing strategies to attract customers.
 - Coordinate daily customer service operations (e.g. sales processes, orders and payments).
 - Track the progress of weekly, monthly, quarterly and annual objectives.
 - Handle complaints from customers & monitor and maintain store inventory.
 - Evaluate employee performance and identify hiring and training needs.
 - Supervise and motivate staff to perform their best.
 - Coach and support new and existing Sales Associates.
 - Monitor retail operating costs, budgets and resources.
 - Suggest sales training programs and techniques.
 - Communicate with clients and evaluate their needs.
 - Analyze consumer behavior and adjust product positioning.
 - Research emerging products and use information to update the store's merchandise.
 - Create reports, analyze and interpret retail data, like revenues, expenses and competition
 - Conduct regular audits to ensure the store is functional and presentable.
 - Make sure all employees adhere to company's policies and guidelines.
 - Act as our store's representative and set an example for our staff.
- **RELIANCE BRANDS LIMITED _ HYDERABAD - INDIA** 08/2021 - 02/2023
Commercial & Back Of House Incharge
 - Proficient in SAP software for inventory management and financial analysis.
 - Managed the back of house, about a 15 person crew.
 - Ran truck off loads, back stocking, and stocking the floor, ever morning.
 - Make sure that the crew remained on task and was doing within the guidelines of the company.
 - Responsible for Cash office, Store receiving, Planograms specialist.
 - Maintained kitchen inventory, produce, and perishables.
 - Ensured kitchen staff follow established policies and procedures.
 - Supervised food service operations during peak hours.
- **SHOPPERS STOP LTD _ HYDERABAD - INDIA** 06/2013 - 08/2021
Distribution And Logistic Team Member.
 - Utilized JDA & SAP software for inventory management and financial reporting.
 - Manage incoming and outgoing shipments.
 - Planning and managing logistics activities.
 - Coordinating shipping and receiving.
 - Maintains quality throughout the logistic processes .
 - Inform management of ongoing performance issues.
- **SHOPPERS STOP LTD _ HYDERABAD - INDIA** 12/2011 - 11/2013
Cashier
 - Manage transactions with customers using cash registers.
 - Scan goods and ensure pricing is accurate.
 - Collect payments whether in cash or credit issue receipts, refunds, change or tickets.
 - Redeem stamps ,coupons and ross-sell products and introduce new ones.
 - Resolve customer complaints, guide them and provide relevant information.
 - Greet customers when entering or leaving the store.

- Maintain clean and tidy checkout areas.
- Track transactions on balance sheets and report any discrepancies.

• **SHOPPERS STOP LTD _ HYDERABAD - INDIA**

06/2010 - 12/2011

Customer Care Associate

Education

- **OSMANIA UNIVERSITY _ HYDERABAD - INDIA** 2010
Bachelor Of Science In Statistics
- Higher Secondary Certificate 2004
- Secondary School Certificate 2001

Skills

- Excellent communication skills
- Systems and software expertise
- Inventory control
- Time management
- Record management
- Business development
- Problem solving & critical thinking
- Customer service
- Active Listening and Empathy.
- Multitasking and Efficiency.
- Teamwork and collaboration

Languages

- English
- Hindi
- Urdu
- Telugu

Personal Details

- Date of Birth : 09/05/1985
- Marital Status : Married
- Nationality : Indian
- Passport : B9130163
- Passport Expiry : 17/01/2034
- Visa Status : Visit Visa