



# SAJAN KARUNAN

## ASSISTANT BRANCH MANAGER – RETAIL INDUSTRY

"With 15.5 years of experience in supermarket and hypermarket cash and FMCG departments, I aim to secure a position in a reputable company. I am committed to contributing to the company's mission, vision, and values, and to engaging professionally with colleagues. I strive to deliver excellent performance, leveraging my skills and knowledge to add value to the organization."

–SAJAN KARUNAN

+971 561844792

sajanprajina125@gmail.com

Dubai, UAE

### Core Competencies

- Team Leadership
- Customer Service
- Cash Handling
- Sales Management
- Inventory Control
- Staff Training
- Conflict Resolution
- Merchandising Strategy
- Stock Management
- Policy Compliance
- Sales Forecasting
- Performance Monitoring
- Financial Reporting
- Problem Solving
- Time Management

### Areas of Expertise

- Cash Management
- Team Coordination
- Sales Strategy
- Customer Relations
- Stock Control

### Digital Skills

- MS Word
- MS Excel
- PowerPoint

### Languages Known

- English
- Hindi
- Tamil
- Malayalam

### Personal Details

- |                   |             |
|-------------------|-------------|
| • Gender          | –Male       |
| • Date of Birth   | –23.04.1982 |
| • Passport No     | –V2203495   |
| • Passport Expiry | –29.08.2031 |
| • Marital Status  | –Married    |
| • Nationality     | –Indian     |

### Work Experience

#### → Assistant Branch Manager | AL Madina Hypermarket, Abu Dhabi | (August 2021 – September 2023)

- Improved profitability and achieved sales targets by analyzing trends and managing sales promotions effectively.
- Handled customer complaints and queries, ensuring a high level of satisfaction.
- Oversaw receiving orders, stock control, and managed inventory to prevent stockouts.
- Assigned tasks to employees and followed up on their performance to ensure goals were met.
- Conducted appraisals, provided coaching, and disciplined staff to maintain productivity.
- Planned and executed store operations to meet company standards.

#### → Assistant Store In Charge | Carrefour, Abu Dhabi | (Jul 2017 – Jun 2020)

- Supervised staff and handled cash reconciliation, ensuring accuracy and efficiency.
- Maintained high customer satisfaction through excellent service and effective issue resolution.
- Motivated and mentored sales staff to meet and exceed sales goals.
- Managed safe room operations, petty cash, and system access for billing counters.
- Handled store administration, ensuring compliance with policies and procedures.
- Conducted inventory report verification and managed stock updates.

#### → Supervisor – Cash Handling | Geant Hypermarket, Abu Dhabi (Jan 2007 – Jun 2017)

- Coordinated staff shifts, reported incentives, and handled cash reconciliation.
- Managed counter staff, ensuring accurate cash handling and end-of-day reconciliation.
- Facilitated team feedback sessions and organized regular meetings for staff.
- Addressed customer inquiries and resolved issues promptly, maintaining customer satisfaction.
- Conducted stock supervision and validated inventory reports.
- Managed financial transactions, including cheque processing and fund entries.

### Academic Qualifications

#### → Higher Secondary Education | Durga Higher Secondary School, Kanthagad, Kerala | 1999–2000

### Training Attended

#### • Assistant Manager | Carrefour, Abu Dhabi | (Jul 2019 – Jul 2020)