



# SANJIB SAH

📍 Dubai, United Arab Emirates

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## PROFESSIONAL SUMMARY

Highly skilled retail management professional with extensive experience in store inventory management, stock management, and sales monitoring. Demonstrates exceptional leadership and staff supervision capabilities, ensuring efficient store operations from opening to closing. Adept at market trend analysis, sales forecasting, and implementing effective sales techniques to drive revenue growth. Strong customer relations expertise with a focus on handling customer complaints and enhancing service orientation. Committed to leveraging product knowledge and rota management skills to optimise team performance and achieve business objectives.

## SKILLS

- Well-organized
- High communication skills.
- Stock management
- Leadership
- Sales monitoring
- Market trend analysis
- Sales forecasting
- Customer complaint handling
- Store inventory management
- Retail management
- Store opening and closing
- Staff supervision
- Customer relations
- Sales techniques
- Rota management
- POS, MS Word, Excel, Power BI, Digital Marketing

## WORK HISTORY

### RETAIL DEPUTY SUPERVISOR, 02/2023 - 03/2025

#### **Emirates Leisure Retail- MMI**, Bur Dubai, UAE

- Provided excellent customer service to ensure repeat business.
- Assisted customers with product selection to ensure satisfaction.
- Managed returns and exchanges efficiently improving customer trust in our return policy.
- Communicated daily offers to customers, promoting in-store deals and Promotions eg. Value vault, Red hot deal & Monthly Promotions.
- Handled cash transactions accurately, enhancing trust between business and clientele.
- Collaborated efficiently with team members to maintain smooth store operations.
- Monitored inventory levels routinely to avoid stock-outs or overstocking issues.
- Trained team to upsell products and navigate POS systems.
- Monitored sales performance and motivated teams to increase service standards to raise profits.
- Implemented loss prevention strategies, reducing instances of theft within the shop floor.
- Developed innovative sales strategies, resulting in increased brand visibility.
- Led 16 employees by example, adding value on daily basis to team and store operations.
- Developed promotional plans to increase footfall in the store.

### RESTAURANT SUPERVISOR, 10/2019 - 02/2022

#### **Mystery of Beer lounge & Bar**, Kathmandu, Nepal

- Trained new team members, enhanced service quality.
- Monitored stock levels regularly; minimised waste and over-ordering incidents.

- Developed relationships with suppliers for better inventory management.
- Conducted regular meetings with staff; communicated updates and received feedback.
- Implemented new menus, improved dining experience.
- Managed daily operations for smooth restaurant functioning.
- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.

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**SALES AND MARKETING EXECUTIVE**, 03/2019 - 10/2019**Speed Up Education Network**, Kathmandu, Nepal

- Evaluated sales and service processes to generate targeted improvement strategies and increase revenue opportunities.
- Developed marketing plans to support department strategies.
- Analysed sales reports to identify trends and update strategies.
- Reviewed and improved sales performance, routinely meeting or exceeding targets.
- Maintained accurate contract records, clearly detailing and setting reminders for renewal timeframes to maximise customer retention.

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**CUSTOMER ATTENDANT**, 06/2017 - 03/2018**Casper & Gambini**, Qatar, Doha

- Warmly greeted guests upon arrival to create welcoming atmosphere.
- Regularly checked on guests to ensure satisfaction, upselling drinks and side orders to increase revenue.
- Ensured guests left with positive impression of restaurant, helping to promote repeat business.

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**EDUCATION****Alison** , UAE**Diploma In Retail Management**

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**South Asian School of Tourism And Hotel Management**, Biratnagar, Nepal  
**Bachelor in hotel management : BHM**

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**SNSNMC**, Siraha, Nepal**Higher Secondary Education : Management**

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**Mount Everest Secondary Boarding School**, Siraha, Nepal  
**School - SLC**

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**CERTIFICATIONS**

WSET LEVEL 1 WINE & SPIRITS  
RETAIL MANAGEMENT  
MANUAL HANDLING

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**PERSONAL DETAILS****Nationality:** Nepali  
**Visa Status:** Visit Visa**Marital Status:** Married  
**Religion:** Hindu

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**LANGUAGES****English**

Fluent

**Hindi**

Fluent

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**REFERENCE**

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**CONCLUSION & DECLARATION**

I herby certify that the above mentioned statement is correct and true to the best of my knowledge and belief.