



SHAFEEK AHAMMED

ASSISTANT MANAGER | STORE MANAGER | SUPERVISOR

CONTACT

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DUBAI - UAE

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EDUCATION

2007 - 2010

UNIVERSITY OF CALICUT

Bacholers in ARTS

2005 - 2007

KERALA STATE HIGHER
SECONDERY EXAMINATION

PROFESSIONAL COURSE

PROFESSIONAL DIPLOMA IN
COMPUTER APPLICATION

from
JETKING

HARDWARE&NETWORKING,
BENGLORE,INDIA

CERTIFICATION COURSE

BASIC FOOD TRAINING
CERTIFICATION

from
SHARJAH MUNCIPALITY

PROFILE

Dynamic retail professional with over six years of experience, including two plus years as Store Manager. Skilled in enhancing operational efficiency, productivity, and customer satisfaction. Known for organizational skills, attention to detail, and thriving in high-pressure settings. Proven track record in revenue growth, marketing strategy development, and client relationship building. Seeking opportunities in innovative organizations valuing creativity and results.

WORK EXPERIENCE

ASSISTANT STORE MANAGER

AUG 2022 - JAN 2024

GALA SUPERMARKET LLC
(WESTERN INTERNATIONAL GROUP, NESTO)

DUBAI-UAE

- Drive store operations with a focus on efficiency and exceptional customer service.
- Manage inventory through meticulous product ordering, receiving, and vendor relations.
- Enforce company policies regarding merchandise flow, customer interaction, and store presentation.
- Lead and mentor retail staff, enhancing team performance and customer experience.
- Deliver comprehensive training to new employees, instilling brand values and service excellence.
- Administer daily store functions, including open/close procedures, attendance monitoring, and security checks.
- Utilize market trend analysis to shape effective sales tactics and promotional events.

STORE MANAGER

FEB2021 - JAN 2022

AJFAN DATES AND NUTS LLC

HYDERABAD-INDIA

- Spearheaded daily store operations to optimize efficiency and performance.
- Directed team members with clear guidelines to ensure effective task execution.
- Championed exceptional customer service to drive sales growth and loyalty.
- Cultivated a positive in-store experience, enhancing overall customer satisfaction.
- Strategically drove profits and achieved sales targets for the branch.
- Oversaw cashier operations, ensuring accurate payment processing and banking procedures.
- Implemented rigorous inventory control to maintain optimal stock levels.
- Maintained immaculate shelf presentation and organization.
- Ensured accurate product tagging and labeling for easy identification.
- Facilitated staff training to empower employees with essential job responsibilities.

SKILLS

- Project Management
- Communication Skills
- Teamwork
- Detail Oriented
- Decision Making
- Organizational Skill
- Time Management
- Leadership
- Work Ethic
- Hardworking
- Interpersonal Ability
- Critical Thinking

COMPUTER
PROFICIENCY

MS Office	★★★★★★
Hardware	★★★★★★
Software	★★★★★★
Internet & E-Mail	★★★★★★

LANGUAGES

- ENGLISH (Fluent)
- HINDI (Fluent)
- MALAYALAM (Native)
- ARABIC (Intermediate)
- TAMIL(Fluent)

PERSONAL
DETAILS

Nationality : INDIAN
Date of Birth : 12/DEC/1989
Marital Status : MARRIED
Passport NO : V9223059
Place of Issue: INDIA
Expiry Date : 10/MAY/2032
Visa Type : VISIT VISA
Validity : 23/APR/2024

ASSISTANT MANAGER | INVENTORY SUPPORT AUG 2016 – AUG 2020
ALMAYA SUPERMARKET LLC, DUBAI - UAE

- Spearheaded showroom operations, encompassing sales, customer service, and billing collections, while supervising the entire department.
- Assisted the Showroom Manager with product placement and inventory management, reporting directly to senior leadership.
- Diligently monitored product expiry reports, coordinating timely returns and replacements with the floor team.
- Assumed full responsibility for outlet activities during the Showroom Manager's absence, ensuring seamless operations.
- Managed logistics, including the preparation of Local Purchase Orders (LPO), goods receipt, and timely processing of returns and damages.
- Implemented effective stock control measures to maintain inventory accuracy.
- Coordinated and executed product deliveries across Dubai, leveraging both phone and online orders to enhance customer satisfaction.
- Designed product displays in alignment with merchandising standards to optimize visual appeal and sales potential.
- Addressed customer complaints, queries, and service issues with a solutions-focused approach, maintaining high standards of customer care.

CUSTOMER SUPPORT ASSOCIATE APR 2014-JUN 2016
TVS ELECTRONICS LTD, COCHIN -INDIA

- Diagnose hardware and software problems.
- Directed team members with clear guidelines to ensure effective task execution.
- Configuration of managing clients in windows os.
- Managing all IT asset details
- Strategically drove profits and achieved sales targets for the branch.
- Updating service packs in system
- Implemented rigorous inventory control to maintain optimal stock levels.
- Maintained immaculate shelf presentation and organization.
- Ensured accurate product tagging and labeling for easy identification.
- Facilitated staff training to empower employees with essential job responsibilities.

PERSONAL STRENGTH

COMMUNICATION - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
SERVICE - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
ORGANIZATION - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
MANAGEMENT- Management skills to direct others and review others performance.