



SYED IBRAHIM

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Professional Summary

"Assistant Retail Manager with over 6 years of experience in driving sales, managing inventory, and leading high-performing teams. Proven track record in implementing effective merchandising strategies and improving customer satisfaction rates. Passionate about leveraging leadership skills to foster a positive and productive retail environment. Eager to bring my expertise in retail management and team leadership to a progressive retail company."

Experience

- | | |
|--|-------------------|
| • Viva Premier Investment, UAE
Assistant Store Manager | 03/2024 - 10/2024 |
| • Viva Premier Investment, UAE
Store Incharge | 08/2022 - 03/2024 |
| • Viva Premier Investment, UAE
Team Member | 02/2021 - 08/2022 |
| • Circle K, UAE
Cashier | 11/2018 - 09/2020 |

Skills

- Staff Supervision
- Inventory Management
- Product Knowledge
- Customer Service Excellence
- Staff Training and Development
- Quality Control Implementation
- Time Management
- Team Leadership
- Staff Scheduling
- Staff Motivation
- People Management
- POS System Operation

Duties And Responsibilities

- Maintained health and safety standards within the store to ensure compliance with company policies and legal requirements.
- Developed strong relationships with suppliers for prompt delivery of orders.
- Provided assistance during peak trading hours, kept checkouts moving quickly whilst maintaining excellent customer service levels.
- Completed administrative tasks such as generating reports on sales trends, losses or thefts without delay or errors.
- Handled employee concerns discreetly; fostered healthy working environment.
- Promoted use of loyalty programmes amongst customers; boosted repeat business.

- Enhanced customer service by training store staff on product knowledge and sales techniques.
- Monitored stock levels and ordered popular items to meet customer demand.
- Delegated tasks to staff to meet daily service requirements.
- Improved store appearance for enhance shopper experience through regular cleaning and organizing of displays.
- Manage cash registers and handle transactions accurately.
- Resolve customer complaints efficiently to ensure customers satisfaction.
- Assisted in recruitment process to build high performing retail team.
- Implemented emotional activities and increase product visibilities and awareness among customers.
- Monitor sales performance daily to identify slow moving products and took corrective actions promptly.
- Motivate store teams to achieve daily store targets.

Education

- **Everest Matric HR.SEC School**
Higher Secondary

2015

Languages

- English
- Hindi
- Malayalam
- Tamil

Declaration

- I hereby declare that all the details provided above are true to the best of my knowledge.