

THANSEER THAHA



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🌐 Nationality : Indian

🏠 Place : Kerala

📍 Dubai, UAE

PROFILE SUMMARY

Results-driven and customer-focused **Supervisor** with extensive experience (7+ years) in retail operations, FMCG Categories, team leadership, and inventory management. Adept at optimizing store efficiency, ensuring high-quality customer service, and maintaining a well-organized and profitable supermarket environment. Skilled in staff training, performance monitoring, and implementing merchandising strategies to enhance sales. Strong knowledge of stock control, supplier coordination, and compliance with health and safety regulations. Proven ability to lead and motivate teams to achieve sales targets and deliver an exceptional shopping experience. Seeking to leverage expertise in retail supervision to drive operational excellence and customer satisfaction

WORK EXPERIENCE

Supervisor : Mark & Save (Nesto)

Al Seeb, Mubeela, Oman

2023 – 2024

- ✓ Supervised daily supermarket operations, ensuring smooth workflow and adherence to company policies.
- ✓ Managed and trained staff, assigning duties, and monitoring performance to maintain high service standards.
- ✓ Oversaw inventory management, stock replenishment, and coordinated with suppliers to prevent shortages.
- ✓ Ensured compliance with health, safety, and hygiene regulations to maintain a clean and organized store environment.
- ✓ Handled customer queries, complaints, and provided excellent service to enhance customer satisfaction.
- ✓ Implemented merchandising and promotional strategies to boost sales and meet revenue targets.
- ✓ Conducted regular audits of stock levels, shrinkage control, and cash handling procedures.
- ✓ Monitored sales trends, prepared reports, and provided insights to improve store performance.
- ✓ Maintained staff schedules and ensured efficient workforce allocation during peak hours.
- ✓ Collaborated with the management team to improve store policies and operational efficiency.

Supervisor | Cashier | Picker : Lifco Supermarket

Al Barsha, Dubai, UAE

2021 – 2023

- ✓ Supervised daily supermarket operations, ensuring smooth workflow and adherence to company policies.
- ✓ Managed and trained cashier staff, ensuring accurate billing, efficient checkout operations, and excellent customer service.
- ✓ Processed customer transactions, handled cash, card, and digital payments while ensuring accuracy and security.
- ✓ Monitored and maintained inventory levels, restocking shelves, and coordinating with suppliers for timely replenishment.
- ✓ Ensured compliance with health, safety, and hygiene regulations to maintain a clean and organized store environment.
- ✓ Resolved customer inquiries, complaints, and refund requests, ensuring a positive shopping experience.
- ✓ Assisted in implementing promotions, discounts, and in-store merchandising strategies to maximize sales.
- ✓ Oversaw opening and closing procedures, ensuring security and proper documentation of store operations.
- ✓ Worked closely with management to improve cashier performance, reduce shrinkage, and enhance overall store efficiency.

- ✓ Supervised Daily Operations: Managed overall store activities, ensuring smooth operations, compliance with company policies, and adherence to industry standards.
- ✓ Processed Financial Transactions: Managed POS systems efficiently, handling cash, credit, and digital payments while ensuring transaction accuracy and security.
- ✓ Monitored Inventory and Stock Levels: Conducted regular stock checks, coordinated with suppliers, and ensured optimal product availability to minimize shortages.
- ✓ Implemented Sales and Promotional Strategies: Executed merchandising plans, monitored sales performance, and optimized product placements to enhance revenue generation.
- ✓ Maintained Store Presentation and Organization: Ensured proper store layout, product displays, and cleanliness to enhance the overall shopping experience.
- ✓ Oversaw Store Opening and Closing Procedures: Ensured security protocols, cash balancing, and readiness of store operations at the beginning and end of shifts.
- ✓ Facilitated Team Collaboration: Fostered a positive work environment by encouraging teamwork, communication, and employee engagement.

 **SKILLS**

- ✓ Team Leadership
- ✓ FMCG Problem-Solving & Crisis Management
- ✓ Problem Solving & Decision making
- ✓ Communication skills
- ✓ Customer service
- ✓ Time Management
- ✓ Communication Skills
- ✓ POS System proficiency
- ✓ Training & Development
- ✓ MS Excel, SAP & IPOS Knowledge

LANGUAGES

- **English** – Professional Working Proficiency
- **Hindi** – Professional Working Proficiency
- **Tamil** – Intermediate
- **Malayalam** – Native/Bilingual Proficiency
- **Arabic** – Intermediate

 **EDUCATION**

Higher Secondary Education
Kerala, India

Kerala, India

 **DECLARATION**

I hereby declare that the above information is correct to best of my knowledge and believes.

THANSEER THAHA
DUBAI, UAE