



Abdul Hai

Assistant Store Manager

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City: Kolkata

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ABOUT ME:

Experienced Assistant Store Manager with depth in training, mentoring, coaching and developing staff in large, consumer-focused store operations, strong budgeting, sales forecasting, and merchandising background coupled with an exceptional sense of customer service and depth knowledge inventory management .Broad skills in educating personnel to achieve exceptional levels of customer service, building teams, and ensuring the achievement of corporate goals.

WORK EXPERIENCE:

[14/01/2016 – Current] **Assistant Store Manager**

Shree Jhawar And Co.

City: Kolkata

Country: India

Main activities and responsibilities:

- Direct sales floor activities, ensuring excellence in customer service and resolving store level problems.
- Established sales goals, manage budgets, devise sales forecasts, and consistently maximize sales and profits.
- Oversee personal management, Interviewing, training, mentoring and evaluating.
- Manage merchandise selection, window display, and stocking, working directly with vendor.
- Work with corporate management developing local marketing and advertising strategies.
- Maintain price accuracy of goods and ensured adequate stock levels.

[21/12/2012 – 13/01/2016] **Senior Store Assistant**

Shree Jhawar And Co.

City: Kolkata

Country: India

Main activities and responsibilities:

- Assisted customers with prompt and polite support in-present and via telephone.
- Remained calm poised in high-stress dynamic environment to promote service to customers and staff.
- Helped customers locate products and checked store system for merchandise and other sites.
- Referred customers to various services by evaluating needs and providing recommendations.
- Used consultative sales techniques to understand customer needs and recommend relevant products and service.
- Maintained records related to sale, returns and inventory availability.
- Established rapport with customers using active listening and interpersonal skills.

[09/08/2009 – 20/12/2012] **Store Assistant**

Shree Jhawar And Co.

City: Kolkata

Country: India

Main activities and responsibilities:

- Assisted with sales support and post sales follow-ups.
- Maintained inventory and scheduled shipments when necessary.
- Helped to build and foster relationship with customer.
- Maintain a clean and orderly work environment.
- Helped with window display and shop décor.

KEY ACHIEVEMENT:

- Developed entry-level sales associate to leadership positions.
- Acted as store manager when needed.
- Achieved a 99% customer feedback score in the first month of employment and maintained it constantly ever since.

ORGANISATIONAL SKILLS:

- Customer service
- Operation management
- Process Improvement
- Staff development
- Team leadership
- Point of sale knowledge
- Conflict management

INTERPERSONAL AND COMMUNICATION SKILLS:

- Good communication
- Good time management
- Motivated
- Reliability
- Responsibility
- Empathic listener
- Positive thinking
- Ability to work under pressure
- Hard working
- Computer skills

EDUCATION:

[1995 – 1997] [Bachelor of arts](#)

The University of Burdwan

Address: Rajbati, Burdwan, West Bengal, India

[2001 – 2002] [Certificate Course In Information Technology](#)

CMC Limited

Address: Kolkata, West Bengal, India

LANGUAGE(S):

Mother Tongue(s): [Bengali](#)

Other Language(s): [English](#) [Proficient]

[Hindi](#) [Intermediate]

DRIVING LICENSE:

[Motor Cycle With Gear](#) [India]

Validity: 06/01/15 to 14/02/2027

PERSONAL INFO:

Nationality: Indian **Date Of Birth:** 15/02/1977 **Marital Status:** Married

Passport No: [W6325981](#) **Validity:** 26/10/2032

HOBBIES AND INTERESTS:

- Travel
- Photography
- Podcasting
- Marketing
- Reading
- Blogging
- Sports
- Music