



MUHAMMED SHAFI


Wholesale Retail **STORE MANAGER**

Summary

Dynamic and results-oriented Store Manager with a proven track record of driving sales, optimizing operational efficiency, and enhancing customer satisfaction. Possessing a keen understanding of retail management, I excel in creating and implementing strategic initiatives to increase revenue and streamline day-to-day operations. Adept at leading and motivating cross-functional teams to achieve performance goals while maintaining a positive and collaborative work environment. My strong analytical skills, coupled with a customer-centric approach, enable me to identify opportunities for growth and implement effective solutions. With a commitment to excellence and a passion for delivering exceptional customer experiences, I am well-equipped to contribute to the success and profitability of any retail establishment.

Contact

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 /muhammed-shafi-koyamma

 Abuhail, Dubai, UAE

Expertise

- Sales Management
- Inventory Control
- Problem Solving
- Vendor Management
- Team Development
- MS Word, Excel, PowerPoint
- Data Entry
- Process Improvement
- Safety Compliance
- Communication Skills
- Problem Solving
- Time Management
- Problem-solving
- Critical Thinking
- Attention to Detail
- Team Collaboration

Work Experience

2020

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2023

Toes N Arms, India

"A wholesale retail company specializing in the supply of bags, footwear, and accessories."

STORE MANAGER

- **Sales Management:** Customer-focused sales professional with experience driving profits for companies. Seeking opportunities to leverage skills in negotiation, prospecting, and productivity planning.
- **Team Leadership:** Recruit, train, and supervise a high-performing team.
- **Inventory Control:** Oversee inventory management, including ordering, receiving, and maintaining optimal stock levels.
- **Customer Service:** Ensure exceptional customer service standards are maintained. Train staff to deliver a positive and engaging customer experience.
- **Operational Efficiency:** Optimize store layout and organization for efficiency and a positive shopping experience.
- **Financial Management:** Monitor and manage the store budget, including expenses and revenue. Identify opportunities for revenue growth and cost savings.
- **Vendor Relations:** Build and maintain strong relationships with suppliers and vendors. Negotiate favorable terms, discounts, and promotions to maximize profitability.
- **Technology Integration:** Utilize technology for point-of-sale transactions, inventory management, and analytics. Stay current with retail technology trends to enhance store operations.

Personal Info

- **Nationality:** INDIA
- **Marital Status:** Married
- **Visa Status:** Visit Visa
- **Notice Period:** Immediate

Education

DIPLOMA IN ELECTRONIC ENGINEERING

POLYTECHNIC KERALA, INDIA

COURSES

- BASIC ACCOUNTINGS
- INVENTORY MANAGEMENT
- EXCEL FUNDAMENTALS
- GRAPHIC DESIGNING
- ONLINE MARKETING, SEO
- PAID ADVERTISING
- VIDEO EDITING

Language

- English
- Malayalam
- Hindi
- Arabic (basic level)

2010

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2020

PRIMEFOOD FOODSTUFF CO. Kuwait

"A food supply company based in Kuwait, specializing in providing a diverse range of food products to various categories of restaurants."

OPERATION COORDINATOR

- **Order Processing:** Coordinate the efficient processing of customer orders for food products. Ensure accurate order entry, monitor inventory levels, and facilitate timely order fulfillment.
- **Inventory Management:** Maintain accurate inventory records for food products, monitoring stock levels and initiating replenishment orders as needed. Implement strategies to minimize waste and reduce excess inventory.
- **Logistics and Distribution:** Organize and oversee logistics operations, including transportation and distribution of food products.
- **Quality Control:** Implement and enforce quality control measures to ensure food products meet regulatory standards and customer expectations.
- **Documentation and Reporting:** Generate regular reports for management, highlighting key performance indicators and areas for improvement.
- **Customer Service Support:** Collaborate with customer service teams to address inquiries, provide order status updates, and resolve any issues related to operations.
- **Team Collaboration:** Work closely with cross-functional teams, including procurement, production, and finance, to ensure seamless operations.
- **Compliance:** Ensure compliance with food safety regulations, labeling requirements, and other relevant industry standards.

2005

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2010

ATG Kuwait

"A technology company in Kuwait that supplies and provides services for various types of office equipment."

OPERATIONS COORDINATOR

- **Service Request Coordination:** Coordinate and manage service requests for office equipment repairs or maintenance. Ensure timely response to customer inquiries and service needs.
- **Schedule Management:** Develop and maintain service schedules for technicians, ensuring efficient allocation of resources to meet customer demands.
- **Documentation and Reporting:** Generate regular reports for management, highlighting key performance indicators and areas for improvement. Maintained accurate records of service activities, including details of repairs, parts used, and customer interactions.
- **Customer Satisfaction Management:** Monitor and assess customer satisfaction with the service provided. Implement strategies to enhance customer experience and loyalty.
- **Collaboration with Technical Teams:** Work closely with technical teams to address challenges, streamline service processes, and improve overall efficiency.
- **Quality Assurance:** Implement and enforce quality assurance measures to ensure that service standards meet or exceed customer expectations.
- **Process Improvement:** Identify opportunities for process optimization within the service department to enhance productivity and reduce turnaround times.