

MOHAMMED ANSAR KHAN

LOGISTICS | SALES | LOSS & PREVENTION | CUSTOMER SERVICE

CONTACT

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SKILLS & STRENGTHS

Supply Chain Management
E-Commerce
Inventory Control
Warehouse Operations
Transportation Management
Vendor Management
SAP Proficiency
Relationship Building
Problem Solving
Customer Feedback
Analysis
Negotiation Skills
Consultative Selling
Decision-Making
Surveillance Systems
Operation
Investigation Skills
Auditing and Compliance
Legal and Regulatory
Knowledge

PROFILE

Results-driven and versatile professional with a proven track record in logistics, customer service, sales, and assistant management, seeking a challenging role in a dynamic organization. Adept at optimizing operational efficiency, enhancing customer satisfaction, and implementing strategic solutions to drive business growth. Eager to leverage a diverse skill set, including experience in the loss prevention department, to contribute to a forward-thinking team. Pursuing an associate or managerial position that allows for the application of leadership skills, strategic planning, and a customer-centric approach to achieve organizational objectives.

WORK EXPERIENCE

Department Manager

R- Centro - Hyderabad

July 2021 - October 2023

- Efficiently managed stock inward and outward processes, ensuring accurate tracking and organization of merchandise within the department.
- Oversaw e-commerce activities, including order processing, to facilitate seamless online sales transactions and enhance customer satisfaction.
- Implemented effective systems for tracking sales performance, analyzing data to identify trends, and strategizing to optimize sales outcomes.
- Coordinated with local vendors for stock procurement, fostering strong relationships to ensure timely and quality stock deliveries.
- Managed the end-to-end process of handling purchase orders, from creation to fulfillment, ensuring accuracy and alignment with inventory needs.
- Verified and processed invoices related to stock procurement, maintaining meticulous records and facilitating timely payments.
- Generated detailed GRNs for received stock, documenting key information to streamline the verification and acceptance of incoming merchandise.
- Maintained proactive communication with vendors, conducting regular stock follow-ups to manage inventory levels effectively and prevent stockouts.
- Fostered teamwork and collaboration within the department, ensuring a smooth flow of operations and a positive working environment.
- Implemented strategies to enhance operational efficiency, contributing to a well-organized and customer-friendly department.

Store Manager

Vijetha Super Market- Hyderabad

February 2021- June 2021

- Oversaw the efficient processing and management of Direct Store Delivery orders, ensuring timely and accurate receipt of merchandise from suppliers.
- Spearheaded e-commerce initiatives, managing online sales platforms and overseeing the end-to-end order processing for a seamless customer experience.
- Led sales efforts, implementing strategies to drive revenue growth and enhance the overall customer shopping experience.
- Managed a dynamic team of 25 employees, providing leadership, guidance, and support to foster a positive work environment.
- Conducted comprehensive training programs for team members, ensuring they were equipped with the skills and knowledge to excel in their roles.
- Implemented and maintained rigorous quality control measures across various aspects of supermarket operations, including product presentation and customer service.
- Played a key role in inventory management, optimizing stock levels to meet demand and prevent overstock or stockouts.

EDUCATION

Intermediate

Sultan ul uloom juinor college - CEC

Board of Intermediate Education

SSC

New Brilliant high school

Board of Secondary Education

LANGUAGES

English _____

Hindi _____

Telugu _____

Urdu _____

- Cultivated and maintained strong relationships with suppliers to ensure the availability of quality products and timely deliveries.
- Introduced and implemented strategies to enhance overall operational efficiency, contributing to a smoother and more streamlined supermarket operation.
- Emphasized a customer-centric approach throughout operations, ensuring high levels of customer satisfaction and loyalty.

Sales Floor Associate, Assistant Team Leader

Walmart India Pvt Ltd, HYDERABAD

June 2015 - January 2020

- Informed customers about ongoing store promotions, effectively encouraging additional sales and purchases.
- Managed pricing, scanned items, applied discounts, and processed transactions efficiently, ensuring accurate receipts for customers.
- Coordinated the restocking of the sales floor with current merchandise, implemented accurate signage for promotions, and creatively arranged displays to optimize visual appeal.
- Provided personalized, top-notch service to customers, contributing to increased sales and heightened customer satisfaction.
- Worked collaboratively with the loss prevention team to monitor shopper behavior and implement strategies for minimizing losses.
- Conducted regular stock replenishment, organized shelves, racks, and bins for optimal appearance, and maintained clear labeling according to size or color.
- Developed and implemented sales strategies resulting in a 10% increase in sales, managing customer accounts to secure satisfaction and repeat business.
- Generated weekly and monthly reports on sales performance, providing valuable recommendations to meet and exceed sales goals.
- Implemented a comprehensive management strategy to control shrinkage, actively participating in item and category audits, as well as monitoring security measures.
- Ensured smooth store operations by actively monitoring cash office and checkout procedures, overseeing inventory holding, and adhering to statutory and legal requirements.