

MOHAMED MAFAZ

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Profile

Retail Store Operation Manager with over 3 years of retail experience and 2+ years in team leadership. Adept in customer service, POS systems, inventory management, and staff development, with a focus on achieving operational efficiency and enhancing customer satisfaction.

Experience

Reliance Retail Limited | Store Operation Manager | Coimbatore, India . Jan 2022- July 2024

- Led a team of 30+ employees, fostering a culture of excellence and continuous improvement that resulted in a increase in customer satisfaction scores
- Developed and executed innovative in store strategies, driving in increase in sales.
- Managed all aspects of inventory, reducing shrinkage through effective loss prevention strategies.
- Follow FIFO and LIFO in inventory to Avoiding Inventory holding cost.
- Ensure all inventory process and activities comply with company policies, sops and audit requirement
- Collaborated with community organization to host outdoor events, boosting brand awareness and customer base
- Laisse with vendor, the supply chain, and category management team to ensure timely replenishment, RTV (return to vendor) And liquidation of ageing stock
- Maintain proper documentation inventory audits, petty cash , maintain registers for all loss prevention protocols
- Implemented a comprehensive training program for staff, improving product knowledge and sales.
- •Managed staff scheduling efficiently, ensuring optimal staffing level during peak hours.
- Implemented a customer feedback system, leading to significant improvements in service delivery.
- Assisted in managing store operations, contributing to increase in profitability within the first year.
- To keep your team focused and motivated, you need to set SMART GOALS and key performance indicators (KPIs).
- Celebrating your successes can help you boost your team's morale, engagement and loyalty and foster a positive and collaborative work environment.

Reliance Distribution Center (DC) | Supervisor | Coimbatore, India

INBOUND

- Appointment scheduling as per FC requirement
- After creating GRN to move (put away) the Stock Articles in allotted bin Location

INVENTORY

- Monitoring And maintaining level of optimal stock level across the warehouse
- Stock audit & physical inventory (PI) monthly physical count, ensure accurate stock count and timely adjustment by collaborating with team
- Preparing inventory reports and present them to the senior management, ensuring the clear communication on inventory status, challenges and performance
- Track and reconcile stock discrepancies and ensure accurate data in the inventory management system on SAP
- Promote adherence to safety protocols and quality standards in inventory handling
- Liaise with vendors the supply chain, and category management teams to ensure timely replenishment, RTV, liquidation of ageing stocks

OUTBOUND

- Picking and packing as per the cut of time and the manpower handling is main part of outbound
- Continues improvement on picking and packing productivity

RTV (return to vendor)

- Ensuring the quality of the product like damages, nearing expiry, spoil
- Once it streamline stock return vendor, for the replacement of the stock

Education

Master of Business Administration (MBA) | Operation & Supply Chain Management

Bharathidasan University | 2019 - 2021

Bachelor of Commerce (B. Com)

Bharatiyar University | 2016 - 2019

Skills

- SAP Material Management
- Business Administration
- Key Performance Indicator (KPI) Monitoring
- Inventory & Supply Chain Cost Reduction
- Customer & vendor Relationship Management
- Leadership & People Management
- Merchandising
- Cash Handling

Certifications

- Diploma in Computer Application with Tally ERP
- Food Safety Training & Certification (FOSTAC)

Projects

Customer Satisfaction on Online Return Goods (Flipkart)

- Studied customer service levels and reverse logistics for online returns.