

Raju Thapa

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Professional Summary

Dynamic and results-driven Retail Assistant Store Manager with over 10 years of progressive experience managing high-performing supermarket operations in the UAE. Expertise in multi-site retail management, sales growth, team leadership, and compliance with UAE retail standards. Proven ability to drive operational excellence, optimize P&L performance, and develop customer-focused teams. Recognized for reducing shrinkage, maximizing revenue, and maintaining high audit scores.

Core Competencies

- Store Operations Management
- Profit & Loss (P&L) Responsibility
- Sales & Revenue Growth
- Staff Supervision & Scheduling
- Retail KPIs & Performance Tracking
- Inventory Management & Stock Audits
- Vendor & Supplier Negotiations
- Customer Relationship Management (CRM)
- Team Training & Development
- POS Systems | Visual Merchandising

Professional Experience

Assistant Store Manager

Westzone Supermarket, Dubai, UAE | May 2021 – Present

- Supported overall store operations and P&L oversight in a high-traffic location.
- Managed scheduling, payroll, and performance monitoring for 36+ team members.
- Initiated promotional strategies that led to a 15%+ increase in store sales.
- Reduced shrinkage by 10% through enhanced inventory control and loss prevention protocols.
- Ensured 100% compliance with Dubai Municipality & retail regulations during inspections.
- Conducted weekly audits, tracked KPIs, and optimized daily operations for efficiency.

Store Supervisor

Al Maya Supermarket, Dubai, UAE | Feb 2015 – Apr 2021

- Oversaw daily retail operations, cash management, stock replenishment, and vendor coordination.
- Implemented customer service training programs, reducing complaint rate by 25%.
- Managed inventory levels, resulting in 18% reduction in product loss due to spoilage/theft.
- Handled supplier negotiations to improve margins and ensure product availability.
- Led merchandising and store presentation efforts to enhance customer experience.

Education

Bachelor of Arts (BA)

North Bengal University – Darjeeling, India

Graduated: April 2010

Languages

- English (Fluent)
- Hindi (Fluent)
- Arabic (Conversational)