



MUHAMAMMED SHABEER P

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PROFESSIONAL SUMMARY

Dynamic Retail Supervisor and Light-Vehicle Driver with over 6 years of progressive experience in high-volume hypermarket operations, complemented by 6 months of dedicated driving service. Proven expertise in team leadership, staff development, and performance management to exceed sales targets and elevate customer satisfaction. Skilled in inventory management, stock control, and SAP/MS Office systems to streamline workflows and minimize shrinkage. Holds valid Dubai Light-Vehicle Manual license and Indian Driving License, with a strong commitment to safety, compliance, and operational excellence.

WORK EXPERIENCE

Supervisor

2016 - Present

Nesto Hypermarket, Dubai, UAE

- Managed a team of 15+ retail associates, handling recruitment, performance reviews, & discipline to maintain high service standards
- Oversaw inventory cycles and stock transfers between branches, reducing discrepancies through regular audits & demand forecasting
- Directed promotional floor layouts and portion controls, boosting upsell rates and achieving monthly sales targets consistently
- Implemented customer-feedback processes and conflict-resolution strategies, improving net promoter scores & repeat purchase rates

Light-Vehicle Driver

2 year

Dubai, UAE

- Executed safe transport of staff, executives, and light freight across the UAE, planning optimal routes to meet tight schedules
- Performed daily vehicle inspections and minor preventive maintenance, maintaining zero-incident record and traffic regulations
- Maintained detailed trip logs, fuel consumption records, and service histories to support operational transparency and cost control
- Leveraged real-time GPS tracking and traffic analysis to adjust routes on-the-fly, reducing delivery delays & optimizing fuel efficiency.

EDUCATION

Higher Secondary Certificate (Plus Two) – Kerala Board, India

Secondary School Leaving Certificate (SSLC) – Kerala Board, India

TECHNICAL SKILLS

- ERP & POS: SAP | MS Office (Excel – VLOOKUP, PivotTables; Word; Outlook)
- Data Management: Inventory Tracking, Stock Audits, Reporting
- Driving Systems: GPS Navigation, Vehicle Inspection Logs
- Process Improvement: Workflow Optimization, Loss Prevention

CORE COMPETENCIES

- Retail Operations & Staff Management
- Performance Management & Coaching
- Customer Relationship Management (CRM)
- Inventory Control & Stock Replenishment
- Administrative & Absence Planning
- Portion Control & Merchandising
- Route Planning & Logistics Coordination
- Regulatory Compliance & Safety Enforcement
- Loss Prevention & Shrinkage Reduction
- Vendor & Supplier Relationship Management
- Process Optimization & SOP Implementation
- Cash Handling & Reconciliation
- Emergency Response & Incident Management
- Training & Onboarding & Team Development

ADDITIONAL INFORMATION

- Driving Licenses: Dubai LVD Manual

LANGUAGES

- English
- Arabic
- Hindi
- Malayalam