

To achieve a challenging position in a professional organization through self-improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

## KEY SKILLS

Teamwork	Communication Skills	Detail Oriented
Decision Making	Organization skills	Time Management
Work Ethic	Hardworking	Interpersonal ability

## EMPLOYMENT CHRONICLE

### STORE MANAGER |

Mar 2022 – Present

GALA SUPERMARKET LLC

WESTERN INTERNATIONAL GROUP , NESTO - DUBAI , UAE

#### KEY RESPONSIBILITIES:

- Provides direction and guidance to associates to ensure efficient and effective floor operations, customer service.
- Ordering Products, Receiving products and managing local vendors.
- Maintains company standards and guidelines around product flow, customer service and visual displays.
- Manages retail staff, including cashiers and people working on the floor.
- Train to newly joined staff introduce and knowledge about them about Brand and standards.
- Performs daily store activities such as opening and closing procedures which includes monitoring attendance, and activating security systems.
- Study trends, authorize clearance sales and also determine all required sales promotions
- Proper making of staff duty roster and holidays.
- Organize training, orientation, and supervise all departmental staffs

### STORE MANAGER |

Feb 2021 – January 2022

AJFAN DATES AND NUTS LLC - Hyderabad , INDIA

#### KEY RESPONSIBILITIES:

- Managing daily operation of stores
- Provide direction and guidelines to staff their assigned job
- Provide excellent customer service for sales growth
- Develop positive shop experience and customer satisfaction
- Improve profit and attain sales target of the branch
- Manage and instruction to cashier for payment and banking issues
- Perform inventory control to avoid overstock and low stock
- Ensure shelves are well maintained clean and arranged well
- Ensure all products properly tagged and labeled
- Assist training staff on assigned responsibilities



**SHAFEEK  
AHAMMED**

## CONTACT

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 Dubai, UAE

## ACADEMIC CREDENTIALS

### BACHELOR OF ARTS

UNIVERSITY OF CALICUT

### HIGHER SECONDARY

BOARD OF HIGHER SECONDARY  
EXAMINATION, KERALA, INDIA

### SSLC

BOARD OF PUBLIC EXAMINATION,  
KERALA, INDIA

## PROFESSIONAL COURSE

### PROFESSIONAL DIPLOMA IN COMPUTER APPLICATION

JETKING HARDWARE & NETWORKING,  
BENGLORE, INDIA

## ASSISTANT MANAGER | INVENTORY CLERK |

August 2016– July 2019

July 2019– August 2020

ALMAYA SUPERMARKET LLC, DUBAI UAE

### KEY RESPONSIBILITIES:

- Managing and supervising entire showroom department including sales customer service and bill collection
- Assisting showroom manager and reporting head in responsibilities in terms of product right placing and inventory
- Monitoring the products expiry reports prepared by floor team and ensuring replacements and return are done on time .
- Take the responsibilities of all outlet activities in the absence of showroom Manager..
- Handled logistics activities preparing LPO order foam , receiving goods, sending Grv(Return and damage) in time to time.
- Managing stock control
- Handled Deliveries(customer order-by phone and online application All over Dubai area)
- Setup products displays according to merchandising slandered
- Deal with all complaints ,queries, and other customer service issues

## CUSTOMER SUPPORT ASSOCIATE |

April 2014-June2016

TVS ELECTRONICS LTD , KOCHIN INDIA

### KEY RESPONSIBILITIES:

- Diagnose hardware and software problems
- Dell and Lenovo warranty support troubleshooting and installation
- Configuration of managing clients and windows os
- Printer installation scanner installation and troubleshooting
- Managing all IT asset details
- Updating service pack and patches on desktop/laptops configuring

## PERSONAL STRENGTHS

**COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.

**SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.

**ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.

**MANAGEMENT**- Management skills to direct others and review others performance.

## DECLARATION

I hereby declare that the above-mentioned information is true, and I bear the responsibility for the correctness of the above-mentioned particulars.

SHAFEEK AHAMMED

## CERTIFICATIONS COURSE

BASIC FOOD TRAINING CERTIFICATION  
from  
SHARJAH MUCIPALITY

## COMPUTER PROFICIENCY

MS Office	★ ★ ★ ★ ★
Hardware	★ ★ ★ ★ ★
Software	★ ★ ★ ★ ★
Internet & E-Mail	★ ★ ★ ★ ★

## LANGUAGES KNOWN

- *ENGLISH*
- *HINDI*
- *MALAYALAM*
- *TAMIL*
- *ARABIC*

## PERSONAL DOSSIER

GENDER : MALE

DATE OF BIRTH :12/DEC/1989

NATIONALITY : INDIAN

MARITAL STATUS : MARRIED

## INTEREST



Songs



Travelling



Reading

## REFERENCE

Available upon request