

Esameldin Izeldin Merghany

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Language: Arabic/English

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Store Manager

Professional Summary

Results-driven and customer-focused Store Manager with over 5 years of experience in retail management. Proven track record of driving sales growth, enhancing customer satisfaction, and improving operational efficiency. Adept at team leadership, inventory control, and strategic planning, with strong skills in staff development and performance management. Demonstrates a commitment to achieving business goals through innovative solutions and a customer-centric approach. Proficient in retail management software and dedicated to creating a positive shopping environment that fosters customer loyalty and retention.

Core Competencies

, compliance and safety insuring, problem solving,
good decision making ,building relationships ,market analysis
,build short-term business plan ,proficient in (POS)
, familiar in inventory management system
, managing store and logistics and day-to-day operations.
, Expertise in management inventory levels, stock audits,
,Proficient in ordering, receiving, organizing stock

Work experience.

Store Manager

Hamid Ali catering and restaurant supplementary, [Sudan, Khartoum]

[may-2019] – [feb-2024]

, Led and managed a team of 15+ employees, ensuring high performance and excellent customer service.

, Developed and implemented sales strategies, resulting in a 30% increase in sales over the last fiscal year.

, Managed inventory levels conducted regular stock audits, and reduced shrinkage by 15%.

, Analyzed sales reports and market trends to make informed business decisions.

, Handled customer inquiries and complaints, maintaining a high level of customer satisfaction.

, Oversaw visual merchandising and store layout to optimize product placement and sales.

Assistant Store Manager:

[Slasil for supply chain], [Sudan- khartoum]

[2016] – [jan-2018]

, Assisted in managing daily store operations and ensuring compliance with company policies.

, Supervised and trained staff, fostering a collaborative and productive team environment.

, Supported inventory management and stock replenishment, contributing to a 10% reduction in stockouts.

, Assisted in developing promotional strategies that boosted seasonal sales by 15%.

, Handled customer service issues, ensuring a positive shopping experience.

Retail Supervisor

Plue Nile Technology, Khartoum, Sudan

2011 – 2016

- Supervised sales associates, providing training and performance feedback.
- Assisted in inventory control and maintained accurate records.
- Implemented merchandising guidelines to enhance store presentation.
- Provided exceptional customer service, leading to a 95% customer satisfaction rate.

• **Education**

- **Bachelors' of Electronic System engineering** (Bayan Collage, [Khartoum] [2001] – [2006]

Skills

- Microsoft Office Suite (Word, Excel, PowerPoint)

- Point of Sale (POS) Systems
- Inventory Management Software
- Data Analysis and Reporting
- Budgeting and Financial Analysis
- Excellent Verbal and Written Communication

Certifications

- Supply Chain Management based on (CIPS) – [Outsource training center], [2023]
- Supply Chain -inventory management – [Outsource training center], [2024]

Languages

- English (Fluent)
- Arabic (native)