



Waqas Ahmad

Retail Store Manager|

BCOM (IT)

OBJECTIVE: To work full time with a dynamic company where I can contribute my skills and expand my learning alongside a driven and passionate team; as well as build meaningful relationships with colleagues and clients. I have a passion for project co-ordination and creating seamless and holistic systems that ultimately give the customer the best experience possible.

References available on request


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Skills & Traits Summary



City Center, Manama, Bahrain
(+973 33715108)

Pakistani Passport

Organized | Putting systems in place.
Logical and creative thinker | Strategizing & presenting
Leadership | Level 2
People Skills | Customer relations
MS Word; MS Project; MS PowerPoint; MS Outlook;
MS Excel (Excel for Beginners | Excel on Steroids)

- Ensure that all merchandise is properly ticketed and attractively displayed and appoints people responsible for each section of the store.
- Team Focus: -

Work Experience

White Weaves Group | Feb 2018 – current

STORE MANAGER

- Ensure store operates within its predetermined budget (i.e., salary, inventory, expenses)
- Establish weekly Sales objectives for store and personnel and ensure objectives are met.
- To ensure that all personnel practice professional salesmanship according to company policies and procedures, to achieve maximum sales and provide the highest level of customer satisfaction.
- Customer Focus: -
- Developing and managing the service environment; handling customer complains & presenting a neat & clean, organized shopping environment for the customer and to deliver 100% customer service.
- Stock replenishment: -
- Stock verification, monitoring of non-selling items, suggesting price revision, top sellers.
- To Ensure stockroom is neat and well organized, Hold It merchandise is always up to date, recalls are properly executed and controls damages and mixes according to company policies.
- Communicate stock replenishment needs to District Manager, Distribution and Buying departments.
Merchandising and Store Standards: -
- VM merchandising, develop implement and maintain Operational standards, plan, and implement moves within a section.
- Adhere to and enforces loss prevention and security policies, credit policies and procedures, i.e., credit cards, check approvals, employee purchases, deposit logs, return and exchange policies.

Apparel Group UAE | July 2015 – Jan 2018

Sr. Sale Executive

- Assist the Retail Store Manager in planning and implementing strategies to attract customers.
- Coordinate daily customer service operations (e.g., sales processes, orders, and payments)
- Track the progress of weekly, monthly, quarterly, and annual objectives.
- Monitor and maintain store inventory.
- Evaluate employee performance and identify hiring and training needs.
- Supervise and motivate staff to perform their best.
- Coach and support new and existing Sales Associates.
- Monitor retail operating costs, budgets, and resources!
- Suggest sales training programs and techniques!
- Communicate with clients and evaluate their needs.
- Analyze consumer behavior and adjust product positioning.
- Handle complaints from customers
- Research emerging products and use information to update the store's merchandise.
- Create reports, analyze, and interpret retail data, like revenues, expenses, and competition.
- Conduct regular audits to ensure the store is function-able and presentable.
- Make sure all employees adhere to company's policies and guidelines.

Act as our store's representative and set an example for our staff.

Educational History:

Punjab University | 2012-2014

Bachelor of Commerce (B.COM)

Punjab Board of Information and Technology|2010-2012

DCOM (DIPLOMA IN COMMERCE)

Personal Information:

- Status: Single
- Date of Birth: MAY,16,1990
- Height: 5.9
- Language spoken English & Arabic.
- Visa status: Employment Visa
- Driving license Bahrain