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OBJECTIVE

To obtain a challenging position that allows me to utilize my current skills to assist in advancing a business that offers a stable employment opportunity. I am also eager to learn new skills in business and technological advancements.

PROFESSIONAL BACKGROUND

- **Retail Store & property management**
- **Customer service**
- **Inventory Management**
- **Loss prevention, Shrink Reduction/Loss Control**
- **Merchandising Strategies**
- **Extensive retail management training and team building**
- **P&L, Budgeting & Cost Controls**

ACHIEVEMENTS

- **Awarded and Recognized as "One of the Best Store of the Region and Country Excelling in the Shoppie Results" during my tenure in Milano in 2012**
- **In the new role in pottery barn kids as operation & visual manager got recognized by the line manager & operations about the green audit, Shoppie 3 in a row, stock take results & appreciation for maintaining the high standards of the visual from the host brand visit from America.**
- **Alshaya 5 years achievement certification.**

THE SKILLS

- **Commercial awareness.**
- **Communication.**
- **Team work**
- **Problem solving**
- **Leadership**
- **Perseverance and motivation.**
- **Ability to work under pressure.**
- **Confident.**
- **Negotiation & persuasion.**

PROFESSIONAL EXPERIENCE

Majid Al Futtaim – City center, Bahrain

Team leader – Magic Planet. (2018-Present)

Responsibility:

- **Store operation & store management**
- **Store Daily, Weekly & Monthly Checks.**
- **Controlling the payout in accordance with the income.**
- **People management (head count 45)**
- **Logistic.**
- **Dealing with any Technical Issues.**
- **Dealing with complex customer issues on a regular basis.**
- **Managing suppliers & third party contractors.**
- **Preparing monthly P&L for the Area manager.**

Tati (Dubai holding) – City center, Bahrain

Department Manager & Store operation Manager

3rd Oct 2014-2018.

Responsibility:

- **Store operation & store management**
- **Store merchandising all departments**
- **(Home, Toys, Fashion kids/men/women, Beauty & Lingerie).**
- **Administration.**
- **People management (head count 32)**
- **Logistic.**
- **Dealing with any store maintenance requirement.**
- **Directly liaising with the mall management for smooth functioning of the store. For tenancy agreement, utilities, maintenance issues.**
- **Managing suppliers & third party contractors.**
- **Undertaking regular store inspection about the ac ducts, lights, fire exits & fixtures used in the store for safety purpose.**

Pottery Barn Kids (Al Shaya) - City Center, Bahrain

Sales Manager (Sales, Operations & Visual)

1st Sept. 2012 to 2nd Oct 2014

Responsibilities:

- **Store Operations: Sales, Cash control, Stock inventory, Audit & Administration.**
- **Visual merchandising: Layout changes on weekly basis, coordinating with the management about the standards to maintain the consistency.**
- **Design studio specialist: Responsible for the outdoor home consultation.**
- **Mission control.**

MILANO (Al shaya) - City Center, Bahrain

Store Manager

15th Oct. 2008 to 30th Aug. 2012

Responsibilities

- **Store Operations: Cash control, Stock inventory management, audit & administration.**
- **Sales and Customer service**
- **Mission control**
- **Prepares / presents Weekly sales reports to Brand**
- **Staff supervision in sales and handles scheduling of employees and related personnel issues.**
- **Maintains store staff by recruiting, selecting, orienting, and training employees**
- **Secures merchandise by implementing security measures**
- **Developed sales plan to grow store's profitability**
- **Managed merchandise levels and store appearance**

I2 BAHRAIN. – Seef District, Bahrain

Customer Care Executive

1st Mar. 2008 to 30th Sept. 2008

Responsibilities:

- **Responsible for directing, evaluating, coaching and feedback call center assistant.**
- **Provided guidance and feedback timely, to achieve their performance goal.**
- **Managed calibration and training sessions.**
- **Responsible for leading a team of 5 to 10 customer service specialists.**
- **Solved cross functional customer issues related to issue like collections and fraud.**
- **Responsible for handling complex customer problems.**
- **Managed interviews with new employees.**
- **Communicated ideas and recommendations.**
- **Developed incentives that may help to meet goals.**

EDUCATION

- **American Hotel & Lodging Accreditation, Major in Hotel Management 2006 to 2008, BIHR, Bahrain**
Hotel Management Training: Completed 24-week management training program at Luxury 5 star hotel
- **Bachelors of Arts, 1993, University of Delhi, India**

Tech skills

- **Microsoft office.**
- **Worked with Ares & Coms (POS)**

Language proficiency

English, Hindi, Bengali, Arabic (basic)

REFERENCES

John Bijoy Philip

Milano - Area Manager
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Milushka Faria
Manager

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