



## **Miguel Vaz**

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### **PROFILE**

A Seasoned and Growth-Oriented professional with over 15 year's Retail Operations, Customer Service, HR & Administration Management Experience in the Middle East. Has proven track Record of working in a competitive work environment and experience of working with some of the Top Companies like **Majid AlFuttaim, Jashanmal & Sons, Alkhaja Group**

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### **ACADEMIC QUALIFICATIONS**

- Bachelor of Commerce & Economics

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### **CAREER PROFICIENCY AND EXPERTISE**

- Good Experience of Heading and Managing Large scale Operations and Customer Service.
- Well Experienced in Developing country strategy, HR, Administration and operational plans.
- Possess Extensive Middle East Knowledge and Experience of Managing the Operations in Qatar, Kuwait, Oman, Bahrain and Saudi Arabia.
- Proficient in Sales Forecasting, Recruitment, Business Planning and Budgeting.
- Prepared and implemented Standard Operating Procedures for the company.
- Set Plans and guidelines to Achieve Business KPI's and guide the team to achieve them.
- Implementing Cost Control policies & procedures and Security measure to reduce shrinkage.
- In-depth Knowledge of Government offices requirements (LMRA, Tamkeen, GDNPR, MOL in Bahrain) and respective offices in other GCC countries.
- Proven skills in handling country specific Administrative and HR requirements.
- Planned & Implemented several New Projects across the Middle East and effectively interacted with contractors, suppliers, Government Authorities and other Officials for permits etc.
- Exploring new opportunities and keeping abreast of the new developments in the region and providing comprehensive feedback.
- Experienced in Human Resources Functions including Recruitment, Induction and Training based on Brand profiles and Regional requirements.
- Building a strong team through Monitoring Employee Performance and Focusing on Personal Development Plan and & Succession Planning.
- Has managed large Inventory and instrumental in reducing Shrinkage and adopting several stock control Policies.
- Effective communication skills, Negotiation ability and Leadership qualities.
- Team player with excellent Organizational skills & ability to work effectively with multi-dimensional work force.
- Has Good Knowledge of Retail Systems like Retail Pro, Microsoft GP and other Computer Software's.

## CAREER HISTORY

### **OPERATIONS MANAGER - ANMAR GROUP, Bahrain-Saudi Arabia-UAE Jan 2011 – Till Date**

Heading & Managing the company retail business of ANMAR GROUP – a well-known trading/retailing company with operations in Bahrain, UAE and Saudi Arabia. Other businesses include Modular Kitchens/home furnishings.

#### **Key result areas:**

- Forecasting, Preparing and achieving the annual Business plan for the company.
- Responsible for the P&L and to deliver set budgeted Profitability.
- Lead, Guide and motivate a strong team to achieve Company Objectives.
- Venture into new business opportunities and manage new projects.
- Guide and oversee various support functions including Finance, Merchandising, IT and Logistics.
- Control inventory and manage company administration effectively.

#### **Achievements:**

- Restructured the Company for effective control and streamlining the Business.
- Successfully implemented the migration into new IT system ( SAGE ACCPACK)
- Implemented the new data analysis and merchandise reports system to improve better control and better merchandise management.
- Successfully launched SOPs for the Business.
- Managed to reduce the aged inventory by over 40% with innovative ideas.

### **AREA MANAGER (MAJID ALFUTTAIM GROUP), Lower Gulf. (Bahrain, Oman, Qatar & Kuwait)**

From Oct 2006 till December 2010

A Multi-regional role with responsibility to oversee operations and achieve Annual Business Plans and Top line/ bottom line sales. Focus on managing KPI's, Responsible to grow business by training and leading competent team, implement SOPs , adherence to Brand and Business Guidelines.

#### **Key result Areas:**

- Responsible to achieve the annual Business plan for the region with a wide range of international brand portfolio.
- Direct and manage various departmental and functional aspects of Operations, administration, Logistics & Finance for effective coordination, optimum efficiency and performance of these functions.
- Manage and Control inventory, Initiate Marketing and Business development. Focus on sell troughs, product analysis, pricing and Competitor Analysis.
- Guide and Support HR in Recruitment as per Brand profile, initiate and launch Induction and Training programs, motivate and develop staff through PDPs and Succession plans.
- Always aware of current developments in Fashion Industry, government regulations and monitor the development of local and Middle East Markets to identify opportunities for future business expansion.

#### **Achievements**

- Handling the operations spread into 4 countries- Qatar, Oman, Kuwait and Bahrain.
- Implemented strict cost control system thus reducing ops expenses.
- Reviewed and re arranged the Logistics/ stock movement procedures for faster and efficient stock movements.
- Launched new Store Manager Competency program to improve manager's productivity and reduce incompetent staff.

## **RETAIL STORE MANAGER - MEXX, BAHRAIN**

JASHANMAL & SONS (Oct 2002 to Sep 2006)

Responsible to manage and achieve Sales objectives for Mexx store.

### **Achievements:**

- Instrumental in setting up a New Store in Bahrain. Established Merchandising Plans, Display Norms, Stock Levels / Inventory management, Staff Training Programs and Succession plans.
- Successfully implemented new schemes to drive sales.

## **TRAININGS ATTENDED**

Actively participated in the following seminars which have added value to overall experience:

- Leadership Excellence Program.
- Mexx Brand Training from Mexx International
- "7 Habits of Highly Successful People" Training Program.
- 'Train the Trainer' – A Management Training program.
- Conducting Professional Appraisals By MAF

## **PERSONAL INFORMATION**

Date of Birth: 09 October 1972

Fluent in English, Spoken & Written knowledge of Arabic.