



Karim MEWAWALA

Manager Retail

CONTACT

9930798978

karim.ali283@gmail.com

India, Mumbai, 2001 shreedham splendour oshiwara

EDUCATION

Bachelor Of Commerce

University of Mumbai, India, Mumbai

LANGUAGES

- English
- Hindi
- Gujarathi

AWARDS

Awarded for Excellent Performance for the year 2021

Recognized as Employee of the month in November 2021

Top Achiever in the store for the Month of October 2021

PROFESSIONAL SUMMARY

As a highly experienced in Retail with over 10 years of experience in the industry, I have consistently demonstrated my ability to lead and drive success in retail. My strong analytical skills have allowed me to identify areas for improvement and implement effective strategies to improve customer satisfaction and increase profitability with a keen eye for detail and excellent communication skills, I have successfully managed large teams and implemented successful merchandising plans. My best qualities include my strong leadership skills, ability to build and maintain relationships with customers and team members, as well as my exceptional problem-solving abilities. With a proven track record of delivering results, I am confident that I will be an asset to any retail team.

EXPERIENCE

Showroom Manager (Retail)

2023 - 2024

Homelane, India, Mumbai

As a Showroom Manager at Homelane, India, I was responsible for overseeing the daily operations of the retail showroom and ensuring smooth functioning of the store. I effectively managed a team of sales associates and provided exceptional customer service to promote customer satisfaction and loyalty.

- Managed daily operations of retail showroom
- Supervised team of sales associates
- Implemented effective sales strategies
- Maintained inventory levels and visual merchandising standards
- Achieved monthly sales targets consistently.

Duty Manager(Retail)

2018 - 2022

Innovation (Emirates Telecommunications), United Arab Emirates, Dubai

As a Duty Manager at Innovation (Emirates Telecommunications), I have had the opportunity to lead and manage a team in a fast-paced retail environment for over four years. During my time with the company, I have developed strong skills in customer service, team management, and problem-solving, while also contributing to the overall success of the business.

- Managed daily operations and ensured smooth functioning of the retail store
- Trained and supervised a team of sales associates to achieve sales targets
- Resolved customer complaints and maintained high levels of customer satisfaction
- Implemented new strategies to increase store efficiency and profitability.



Successfully completed 3 months intense training for retail sales and customer service

Service Manager (Corporate)

2016 - 2017

Vodafone, India, Mumbai

As the Service Manager at Vodafone India I was responsible for overseeing the delivery of high-quality services to our customers. With a team of skilled professionals, I ensured that all service operations were carried out efficiently and effectively, resulting in a high level of customer satisfaction.

- Oversaw service delivery to ensure customer satisfaction
- Lead a team of professionals to manage the corporate accounts
- Ensured efficient and effective service operations from start to end
- Implemented strategies to improve service quality and build relationships with clients to achieve the sales target.

Customer Service Executive (Retail)

2012 - 2016

Vodafone, India, Mumbai

As a Customer Service Executive (Retail) at Vodafone, India I had the opportunity to provide exceptional customer service to clients in the retail sector. My role involved handling customer inquiries, resolving complaints, and ensuring a positive shopping experience for customers. Through my tenure at Vodafone, I gained valuable skills in communication, problem-solving, and relationship building.

- Assisted customers with product inquiries and generating sales
- Handled and resolved customer complaints and achieved sales targets
- Maintained a high level of customer satisfaction
- Built strong relationships with customers and colleagues

★ SKILLS

Leadership	★★★★★
Communication	★★★★★
Problem Solving	★★★★★
Team Building	★★★★★
Coaching	★★★★★
Time Management	★★★★★