

Mohammed Zuhury Razzaq

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Date of Birth: 02nd of Oct.'91

Nationality: Srilankan

Objective

Seeking to pursue a certain business that would provide growth and fulfillment both personally and professionally. Aspires for a challenging, team-oriented business environment that is keen on the training and development of personnel.

Employment

2022 – PRESENT SOUQ AL BALADI HOLDING Department Head

- Develop marketing program business plans, create timelines, develop strategies and tactics, and execute
- Conducting price survey every week as per company procedures
- Allocating staff to sub departments as per need
- Back store arrangements weekly as per procedure
- manage day-to-day POS operations
- ensure promotions are run accurately and to the company's standards
- increasing products levels in markets to gain more sales
- Coordinating with suppliers as per company procedure
- Analysing marketing strategies
- Managing return to vendor as per procedures
- Conducting Spiritual inventory on weekly basis
- Serving our valued customers exceptionally
- Train new employees to locate them to new outlets.

2017-2019 Choice Park PVT LTD ASM, SM & Marketing Manager

- Develop and manage marketing campaigns from concept to execution measurement
- Develop marketing program business plans, create timelines, set budgets, develop strategies and tactics, and execute
- Collaborate with sales manager and team to drive marketing programs

- Resolve issues and solve problems that may occur throughout the lifecycle of a campaign on project
- Report program milestones
- Manage digital marketing efforts including, social media, list development and online advertising
- Develop tools and best practices to manage the execution of marketing programs/ projects
- Store visit on weekly basis
- Marketing survey with managers
- Conducting training to all staff

2016-2017 Babyshop – Landmark KSA Assistant Store Manager

- Managing Receiving and dispatching items
- Managing shrinkage control
- Managing Staff to ensure the execution of standard procedure.
- Managing store standard on daily basis.
- Daily meeting and discussing about sale and how to improve customer foot fall and sale
- Managing home deliveries
- Conducting store inventory
- Making weekly exam of product knowledge and SOP for staff
- Training new staff and giving special training for product knowledge, SOP, cashiering, shrinkage control, VM standard, learning spoken language (Arabic and English).
- Visiting area stores on weekly basis
- Managing HR procedures in store level

2013-2015 Jul The Sultan Center, Kuwait Customer Service Advisor & Duty Manager

- Assist customer by providing information and resolving their complains.
- Communicate to department managers/supervisors when there is any issues concerning to operation.

- Managing Receiving area and car park.
- Checking all department, staff availability and items inquiries.
- Checking daily sales and shrink.
- Checking items delivery (Mobile phones, Laptops & extra).
- Managing Staff to ensure the execution of standard procedure.
- Managing the Store Operation involving store housekeeping and maintenance.
- Dealing with suppliers & buyers.
- Taking special(abroad) orders from customers.

2013 Jan- Aug The Sultan Center, Kuwait Front- end Supervisor & Cash Office Supervisor

- Resolving Cash Problems.
- Assist with new employee training including store policies, services and register operation
- Handling calls regarding program and item inquiries.
- Checking staff availability
- Perform a variety of procedures such as processing invoices of payments, issuance of Gift Vouchers available in the store
- Occasionally assisting in store floor.
- Responsible in cash related matters from receiving and disbursing of cash floats, cash deposit to daily accounts reconciliation.
- Assisting in Store Inventories.
- Responsible in monitoring sales of Telephone cards, Internet cards, Gift Vouchers, maintaining and provide proper documentation.
- Process merchandise returns and exchange.
- Responsible in daily, weekly, monthly and periodic documentation, reconciliation and filing required by Finance and marketing Department.

2012 Oct- 2013 Jan The Sultan Center, Kuwait Cashier

- Receive cash, credit/debit card payments and foreign currencies, record these payment using POS
- Responsible in execution of Standard Operational Procedure.
- Provide excellent Customer Service to the Customer.

2010-2012 Meera Travels and Tours Tour Operating Officer

Achievement

- December Star of the month
Landmark arabia
- March Excellent performer in punctual and archiving month targets

Landmark Arabia
2017 Jun Excellent performer for following SOP in store standard

Landmark Arabia
2014 March Supervisor of the Month
The Sultan Center, Shuwaikh

2013 December Supervisor of the Month
The Sultan Center, Shuwaikh

2012 December Employee of the Month
The Sultan Center, Shuwaikh

Skills

- High communication and interpersonal skills
- Computer Literate: Word, Excel, Powerpoint
- Fluent in Arabic and English (reading, writing and speaking in both language)

Educational Background

2014 Dip in Retail & Marketing Management
Kuwait Maastricht Business School

2010-2012 Dip in IATA Studies
International Airline Transport Association – Sri Lanka

2003-2010 Secondary Studies
Anvarul Uloom Arabic College

References

Academic and Professional references are available upon request.

