

Mohammad Salim

Expert of Retail Super Market
& Hypermarket



SUMMARY

A result driven professional with nearly 14 years of extensive experience in retail operations of Gulf Country and Africa, have done entire related task of retails, (expert of retail store operation)

Competent in driving growth, generating revenues, capturing market share and enhancing the value in competitive market.

Adept in managing business operations with focus on top-line performance through sales strategies, business alliances.

Proven track record of increasing revenues, profits, streamlining workflow and creating a team work environment to enhance productivity.

Self-motivated team player/builder, thriving in both independent & collaborative cross-cultural work environments.

EMPLOYMENT DETAILS

AREA OPERATION MANAGER

BNB GROUP KIN MARCHE (CENTRAL AFRICA)

JUNE 2022 - MAY 2024

RETAIL DEVELOPMENT MANAGER

ISTEQRAT GROUP (OMAN)

JAN 2022 - MAY 2022 (Short Assignment)

RETAIL OPERATION MANAGER

ALWADI GROUP (QATAR)

JAN 2021 - DEC 2022

PURCHASE MANAGER

CITY CENTER HYPERMARKET (KUDRISTAN, IRAQ)

SEP 2014 - OCT 2020

STORE MANAGER

AL-SADAN HYPERMARKET (SAUDI ARABIA)

FEB 2012 - JUN 2014

HEAD OF DEPARTMENT

CITY CENTER HYPERMARKET (KUWAIT)

AUG 2002 - DEC 2011

CONTACT

✉ salimkhan554@gmail.com

📞 +91-7408207469, C/O-9323795020

📠 +91-7408207469, +243-995954037

💬 salimkhan554

🌐 salim -khan-a990b672

DOMAIN KEY SKILLS

- Retail operations management
- Business strategic planning
- Project plan & marketing survey
- Inventory management & data analysis
- Supply management
- Sales & Business development plan
- Staff hiring & team development management
- High Standard Customer Service Management
- Problem Solving & Customer Satisfaction Skills
- Vendor Negotiation & Rebate Skills
- Team Building & Leadership Quality
- Computer Skills
- Administration & SOP, Adherence
- Loss & Prevention Management
- High Standard Visual Merchandising Skill
- Competition Mapping & Action plan
- KPI & KRA Analysis

LANGUAGES

English	● ● ● ● ●
Hindi	● ● ● ● ●
Urdu	● ● ● ● ●
Arabic	● ● ● ● ○
French	● ● ○ ○ ○

AWARDS

Best Employee Appreciation Award
Received From City Centre Kuwait,
(2008)

ACADEMIC & IT SKILLS

B.COM

Graduate From commerce)

From WC. University Meghalaya
(India), (First div)

IT SKILLS

Proficient with MS Office

Applications, Excel work sheet,
Power point Vlookup & Pivot

Retail software

oracle, Navision,

JD, Edward, MEPos, Gofrugal

RETAIL GEOGRAPHICAL MULTI STORE DUTY & RESPONSIBILITY

- Oversee employee work on a daily basis to ensure adherence to organizational standards and guidelines
- Meet regularly with managed employees to provide critical feedback and encouragement
- Manage employee schedules, to include setting hours and timesheets
- Track employee activity, to include successful completion of designated tasks
- Create and deliver reports to senior-level officers and maintain effective meeting notes
- Identify organizational or employee-related issues and create effective solutions
- Set goals and objectives for stores in your area
- Oversee operations to ensure efficiency
- Recruit and hire new store employee
- Train and onboard new employees
- Set up and monitor store KPIs
- Ensure compliance with the company's policies and operational guidelines
- Deal with customers' complains
- Undertake sound financial management to ensure stores are profitable and stay within budget
- Ensure compliance with company's policies and operational guidelines
- Report to senior executives on progress and issues
- Assist upper management in decisions for expansion or acquisition
- Solve daily store issues, daily store wald, check daily stock sales
- Conduct Store meeting as per schedule
- assign daily task and monitor to store team
- Generate report of daily sales, monthly sales and weekly sales
- Generate report of key performance of products and category wise, sales wise, moving and non moving report
- Administered and supervise store operation
- Assist senior and management team in development of business review meeting with management
- Participates in business review meeting with management
- Develop retail business strategy and provide sales analysis based on defind KPIS
- Perform other duty assign by seniors

✓ **Key Deliverables**

SALES & REVENUE GENERATION

- ⇔ Prepare team budget category wise and achieve sales budget of the store.
- ⇔ Achieving budgeted numbers on Conversions, Bill Size, Value per Customer, ABP,APC,
- ⇔ Implementing measures for Cost Control.
- ⇔ Developing new avenues for promoting the business.
- ⇔ Responsible for Sales and bottom-line profits of the store.

OPERATIONS (store/marketing & supply)

- ⇔ Ensuring all activities during store opening and store closing.
- ⇔ Ensuring SOP adherence. And following store standard plan,
- ⇔ Ensuring regular audits and reviews to measure sales, service, operations and customer management is meeting desired standards.
- ⇔ Ensuring security and housekeeping personnel's are deployed and operate as per desired norms.
- ⇔ Ensuring that all Cash tills are functioning optimally and minimum manual bills are prepared.
- ⇔ Co-ordinating with IT on issues relating to cataloguing, cashiering, schemes etc.
- ⇔ Co-ordinating with Category Management team to ensure proper running of the schemes.

STAFF MANAGEMENT

- ⇔ Imparting training to DMs, ADMs on Product Knowledge, Merchandising, Inventory Management, Sales Planning, Sales Budgeting in co-ordination with the HR,
- ⇔ Ensures that all employees are disciplined and adhere to the stores policies.
- ⇔ Inspects staff grooming
- ⇔ Develops & maintains a motivated and enthusiastic team who would achieve and exceed targets.
- ⇔ Boosting staff morale and developing the right attitude and team spirit in them
- ⇔ Discipline and decorum maintenance.
- ⇔ Identification of potential people for higher responsibilities
- ⇔ Responsible for Grooming and development of staff for future roles.

MARKETING

- ⇔ Provide feedback of marketing activities based on qualitative and quantitative measurement of each activity.
- ⇔ Co-ordinate with marketing department at Head Office for implementing marketing strategies.

SPACE MANAGEMENT

- ⇔ Analyse space allocation category-wise and subcategory-wise with respect to the Sales generated, stock capacity and seasons.
- ⇔ Measure sales per sq.ft of each zone and location and propose/take actions to increase realisation as per business need.
- ⇔ Fill in product gaps to optimise on space.
- ⇔ Increase or decrease space allocation and make alteration of fittings on the basis of such analysis.
- ⇔ Monitoring the performance through various reports.

CUSTOMER SERVICE

- ⇔ Resolving customer complaints.

- ⇨ Interacting with customers & obtaining their feedback.
- ⇨ Addresses concerns and queries of customers by being personally available to them.
- ⇨ Ensure a customer friendly environment in the store by enabling a consumer oriented team.
- ⇨ Ensure higher retention
- ⇨ Deliver high level of customer satisfaction during sales, post sales, and other interactions.
- ⇨ Lends a direction towards Customer Service Management.

INVENTORY MANAGEMENT

- ⇨ Ensures that no good moves out of the store without proper paper work.
- ⇨ Ensure base stock levels are derived as per relevant product mix.
- ⇨ Efficient inventory management based on 80:20 principle.
- ⇨ Adherence to inward, outward & other processes of inventory management.
- ⇨ Ensure minimum shrinkage.
- ⇨ Landing a direction and auditing each Supervisor/Asst. Supervisor on performance vs Stock Management.
- ⇨ Provide qualitative feedback to category team on product performance.
- ⇨ Proposing changes in product wise and zoning as per changing needs.

VISUAL MERCHANDISING

- ⇨ Maintains the look of the store in consultation with the Visual Merchandiser.
- ⇨ Visual Presentation of merchandise.
- ⇨ Identify, lend direction, strategy to the placement of tools of Visual Merchandising.
- ⇨ Improving & maintaining the façade of the store.
- ⇨ Develop ownership in the Supervisor/Asst. Supervisor to maintain their sections.

COMPETITION MAPPING

- ⇨ Providing feedback on competition activities, and propose local level strategies.
- ⇨ Mapping competition in terms of categories, price points, physical appearance
- ⇨ all information detail providing to operation managers and buying department,

SUPPORT NEW STORE OPENING :

- ⇨ Provide assistance to the project team in terms of setting up of systems & processes.
- ⇨ Identifying staffs that have expertise in their functional areas, and assigning them the responsibility of guiding the new project team in setting up the systems & process.

Leadership: Motivate, develop and build teams inculcating co. values and culture. Managing Work Force through effective scheduling and rostering, developing and leveraging multitasking skills of associates to improve operational efficiency.

Highlights:

- ⇨ Steered efforts towards: Achievement & build up sales contribution of the private label products in order to achieve bottom-line.
- ⇨ Lowest shrinkage recorded continuously 2 quarter in entire ROM region. (I Qtr- .65%, IInd Qtr- .21%)
- ⇨ Lowest Daily negative margin recorded in entire zone.
- ⇨ Awarded as Best Private Brand sale No. 1 In west zone .
- ⇨ Developed Price Identification/Rectification Excel worksheet to minimize billing Error

Achievement- service appreciation certificate from city centre Hypermarket Kuwait. By M.D.

Passport Details

Passport Number - **R3398154**
Issued date - **28/08/2017**
Expiry date - **27/08/2027**

Strength - Quick learning, and great team player, patience power, Avoid Irritation

Weakness - concentrate on one think at a time

Personal Vitae

Date of Birth : **DEC 22th, 1978.**

Nationality - **Indian**

Languages known - **English, Hindi, Urdu, Arabic,(Little French& Lingala)**

Interest & Hobbies - ***Travelling, creativity, learning, business plan TV News,***

Driving Licence - **Light four-wheeler (Indian)**

Marital status - **Married**

Date -----

Signature -----