



Samsheer Kerani Chalil

As a forward-thinking Assistant Manager, I excel in guiding teams to achieve their goals with efficiency and precision. My proven track record in aligning staff talents with appropriate roles ensures peak performance across the board. With an upbeat and proactive approach, I am deeply committed to driving continuous operational improvement, consistently seeking ways to enhance productivity and outcomes. My leadership is defined by a strategic mindset and a steadfast dedication to excellence.

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PROFESSIONAL EXPERIENCE

Assistant Manager Starbucks Coffee

07/2017 - 03/2024,

**Collaborated with the Store Manager to devise strategies that surpassed sales targets and enhanced performance metrics. *Upheld strict adherence to company policies, ensuring a standardized operational environment. *Fostered strong customer rapport through a strategic consultative sales technique. *Conducted comprehensive staff training to maximize efficiency and productivity. *Resolved customer issues with poise, ensuring swift and satisfactory outcomes. *Inspired teams to deliver exceptional service, resulting in a dedicated and content customer base. *Monitored and assessed employee performance, providing valuable insights for managerial reviews. . Managed routine opening and closing duties with diligence, ensuring accurate reporting and robust security measures.*

Sales Supervisor Carrefour_ UAE

12/2011 - 06/2014,

** Increased team productivity through effective staff planning, coordination and task delegation. * Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery. * Built customer retention and satisfaction by delivering top-quality service. * Acted as point of contact and motivation for employees. *Identified and addressed process inefficiencies to drive higher output.*

Sales Executive Abu Dhabi National Oil Company

07/2010 - 11/2011,

Abu Dhabi _ UAE

**Strengthened profit opportunities through targeted customer relationship development, continually meeting sales objectives. *Fostered positive relationships with customers to enhance loyalty and retention. *Understood customer needs to craft exceptional sales journeys. *Articulated product features and specifications in customer-centric language based on their priorities.*

CERTIFICATES

Diploma in Hotel Management.

EDUCATION

Bachelor of Business (International Hotel and Resort Management)
Calicut University

Higher Secondary
MJHSS_ Calicut

SKILLS

- Outstanding customer service - Inspiring leadership - Excellent budgetary techniques - Target motivated - Sales monitoring - Orienting and training - Complex resource management. Contract management - Financial risk analysis - Department management - Operational support - Employee performance evaluations - Staff supervision - Training - Employee scheduling. Business Development - Cost Control. Business planning

ACHIVEMENTS & AWARDS

Best Employee of the Year 2023

Star Bucks Coffee

Official Coffee Master

Star Bucks Coffee

Barista Champion & Trainer

Star Bucks Coffee

LANGUAGES

Arabic
Full Professional Proficiency

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

Malayalam
Native or Bilingual Proficiency

Tamil
Full Professional Proficiency

PERSONAL DETAILS

Date Of Birth : 05/03/1988

Nationality : Indian

Marital status: Married

Visa Status: Working Visa (Transferable)

INTERESTS

Gym, Cooking Trying New Dishes