



# Sujit Rajak

Sharjah, UAE

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## **Personal Summary**

A commercially aware and highly successful Retail Showroom Supervisor / Manager with a proven track record in driving business forward whilst delivering high retail standards. A consistent track record of improving efficiency, maximize profits whilst minimizing costs. Ability to manage daily operations, and planning the use of materials and human resources to ensure maximum efficiency.

## **Career History**

### **1. United Furniture**

Store Supervisor – August 2020 – till date

### **Duties and Responsibilities**

- Assigning daily task to team member and ensure that the tasks are performed correctly and in a timely manner while maintaining high standard customer service.
- On board training of new employees in POS, product knowledge, customer service and sales.
- Managing the maintenance of inventory level and ensuring they are well stocked.
- Handling the customer complaints immediately and ensuring the customer is well satisfied with solution.
- Completing the daily reports and documents on timely basis.
- Seeking out every opportunity to improve service standards, meet and exceed sales targets and develop client relationship.

## **2.2XL Furniture & home Décor**

**Showroom Manager from October 2016 to July 2020**

### Duties and Responsibilities

- Responsible for the daily managing of staff and the assigning of duties.
- Managing and motivating staff to increase sales and ensure store efficiency.
- Analyzing store sales figures.
- Developing, researching and implementing marketing strategies.
- Maintaining awareness of market trends and monitoring local competitors.
- Manage budgets set by Retail Area Managers and address shrinkage and stock loss.
- Maintaining accurate records of all pricings, sales, and activity reports.
- Ensuring all corporate and local regulations and procedures are met and com

## **3.Marka Holding Group (Modell's Sporting)**

Section Supervisor from May 2015 to September 2016

### Duties and Responsibilities

- Assisting the Sales Manager in leading, directing and motivating the sales team in order to achieve the overall corporate sales objectives.
- Assigning staff to duties and prepare work schedules.
- Authorize payments by cheque and the return of merchandise.
- Giving training to the staff regarding the product knowledge and customer service.
- Ensuring the shop floor is well maintained and running efficiently and solving any problem arose.
- Reviewing the staff performance and reporting to the manager.

## **4.M.H Alshaya (H&M)**

Department Supervisor from December 2013 to May 2015

### Duties and responsibilities

- Supervising and coordinating staff activity.
- Ensuring the day to day operation of the shop is efficient and effective.
- Giving training to the staff
- Investigates, troubleshoots and resolves sales related problems.
- Responsible for performance and development of the staff.
- Developing business plans and sales strategies for the market that ensure sales goal
- Responsible for the performance and development of the staff
- Maintaining security of the store and implementing measures to reduce theft, loss and leakage.

## **5.Kentucky Fried Chicken (London, UK)**

Cashier from November 2012 to August 2013\_

### Duties and responsibilities

- Operating the till point and helping customer on the selection of the food
- Ensuring the order is prepared and delivered to customer within the time frame.
- Handling customer complaints in professional and diplomatic way.
- Giving the good customer service as per standard of KFC and maintaining the image of the brand
- Setting up promotional displays

### Achievements

Awarded in Sales VS Business Plan award among all the H&M of the gulf countries.

### Training

Retail Excellence and Management Programme

### Area of Expertise

- Strategic Planning
- Market and competitor analysis
- People Management
- Maximizing Sale
- Negotiating skills
- Stock Management
- Problem solver

### Academic Qualification

Business Management from London South Bank University (1<sup>st</sup>year)

Higher Secondary Level from Global College of Management

S.L.C from National Model Science School

### Personal Profile

Name	: Sujit Rajak
Date of birth	: 25/04/1990
Gender	: Male
Marital Status	: Married
Nationality	: Nepali
Height	: 5ft 9 inch
Language Known	: English, Hindi, Nepali and basic Arabic
Driving License	: United Arab Emirates
Hobbies	: Listening Music, Travelling

