



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 (1st 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

