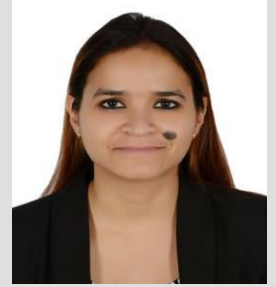


CURRICULAM VITAE



ANJUM KHAN

Cell No: +971 55 779 1247

E-mail: anjumkhan2006@yahoo.com

Valid UAE Driving License

KEY COMPETENNCIES:

- Retail Sales
- Relationship Development
- Business Development
- Customer Services
- Store Operations
- Time Management
- Inventory Controls
- Account Management
- Client relations

QUALIFICATION SUMMARY:

- Ability to quickly build a picture of customers' personal circumstances and needs.
- Strong negotiating, counseling, and problem solving skills.
- Excellent listening ability & questioning techniques.
- Self-Motivated.
- Ready to take task with ownership and responsibility.

CAREER OBJECTIVE:

Competent and dynamic professional with more than 10 years' of retail sales experience and solid understanding of the Luxury Retail sector. Ability to manage stock plans to ensure reasonable stock levels of the entire range of traded items. Target oriented individual adept at achieving spectacular sales figures and managing all aspects of the sales activity in order to enhance smooth functioning. A team player with strong interpersonal and communication skills with an ability to work under high pressure deadlines.

EDUCATION QUALIFICATION

- **Master in Business Administration (HR)** at Annamalai University, Chennai
- **Bachelor of Commerce** at Thakur College of Commerce and Science, Mumbai

PREVIOUS EMPLOYER:

MAGRUDYS ENTERPRISE LLC

Magrudy's

Designation: Retail Operations Manager

Period: 2019 to 2020

JOB DESCRIPTION:

- Manage a store or an establishment's running and operation smoothly
- Make sure that the staffs deliver impeccable customer service
- Create, manage, monitor, and oversee the store's financial performance and condition
- Recruit, hire, train, coach, mentor, supervise, and appraise staff
- Manage and deal with budgets, along with the detailed expenses and revenues. It also includes maintaining statistical documentation and records
- Create and deal with financial reports as well as the calculation and planning
- Deal with internal conflicts, as well as providing solutions and logical way out
- Manage and deal with the overall management of the store
- Oversee prices and manage the right stock control. It includes making orders when supplies are down or checking the supplies for availability
- Work together with the head office or other departments

PERSONAL DETAILS:

Gender : Female
Religion : Islam
Marital status : Married
Nationality : Indian
Passport : Valid up to
Visa Status : Spouse Visa
Languages Known : English, Hindi,
, Urdu

PRESENT ADDRESS:

Hamdan Street, Abu Dhabi

- Prepare promotional planning, displays, and also materials
- Make sure that the store's running comply to the safety and health legislation
- Maximize profitability through sales target. It includes meeting the targets and encouraging (and motivating) staff to do the same thing

PREVIOUS EMPLOYER:



CURTIN UNIVERSITY DUBAI

Designation: Admissions Officer
Period: 2017 to 2018

JOB DESCRIPTION:

- Handle entire student recruitment life cycle while carrying out the objectives of the University in a professional, confident and friendly way at all times.
- Address student enquiries via telephone, emails, walk-ins on time.
- To be a primary point of contact for all domestic and international prospective students during interviewing, counselling and developing solutions to meet the needs of prospective students. This Includes reaching out to parents, counselors, teachers and working professionals.
- Process applications for all the programs only after assessing and authenticating the documents submitted. It also includes regular follow up, qualification check and validation of decisions.
- Hands on experience in maintaining individual admission database, working on student management software and provide statistical information as and when required.
- Promote and participate in on-campus and off-campus admission related events and conversion activities, in order to expand the prospective pool of undergraduate and graduate students to meet recruitment targets. This includes executing and coordinating campus tours, school visits and career fairs.
- Liaise with Dean's office and finance department to award scholarships and financial aid.
- Participation in the student assessment and selection process, evaluating applications using both holistic review and academic criteria to determine admissions decisions.
- Liaise with Registrar's office and ensure that all prospective applications comply with entry requirements/ admission standard.
- Deal professionally and sensitively with rejections and provide students with the assessment feedback.
- Liaise with marketing team to be informed about the latest university development programs.
- Liaise with the HR departments to carry out domestic and international student visa related activities.
- Monitoring competitor universities for student recruitment activities and staying abreast of the hiring trends and student recruitment best practices followed by them.

PREVIOUS EMPLOYER:



AL FUTTAIM TRADING LLC
GUESS JEANS

Designation: Retail Store Manager
Period: 2012 to 2016

JOB DESCRIPTION

- Completes store operational requirements by scheduling and assigning employees; following up on work results.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensures availability of merchandise and services by approving contracts; maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Contributes to team effort by accomplishing related results as needed.

FORMER EMPLOYER:

MARCCAIN
VEMB LIFESTYLE LLC

Designation: Store Manager
Period: 2011 to 2012

JOB DESCRIPTION:

- Counted cash drawers and made bank deposits.
- Reordered inventory when it dropped below predetermined levels.
- Instructed staff on appropriately handling difficult and complicated sales.
- Examined merchandise to verify that it was correctly priced and displayed.
- Increased profits through effective sales training and troubleshooting profit loss areas.
- Reported to the CEO regarding all shop and staff issues.
- Completed profit and loss performance reports.
- Trained and developed new associates on POS system and key sales tactics.
- Conducted stock inventories once per quarter.

FORMER EMPLOYER:

RIVOLI GROUP LLC

Designation: Senior Sales Associate
Period: 2005 to 2010

JOB DESCRIPTION:

- Serve customers using the five step customer service standard.
- Handle the cash register including all cash and credit sales plus funds and exchanges.
- Order and organize stock.
- Assist with window displays for special promotions.
- Maintain store and stock in impeccable conditions.
- Balance the till at close of business each day.

DECLARATION:

I hereby declare that information above provided by me is true to the best of my knowledge & record. And if I am Selected, I assure you that I shall leave no stone unturned to fulfill my duties.

ANJUM KHAN