



UPENDRA KUMAR CHAUBE

SALES MANAGER, BIT,MBA

Abu Dhabi, UAE

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Objective

Desirous of challenging leadership position as a Retail Sales or Store Manager to apply creative problem solving , decision making and time management skills, and play indirect role to enhance organization's productivity to achieve its vision and grow in continuous learning environment.

Summary

A well qualified Asst.Sales Manager,MBA with over 7 years of experience in retail industry, associated with Pottery Barn and Pottery Barn Kids (USA based home furnishing brands) in United Arab Emirates under Alshaya Group, having versatile skills including team supervision and development, report and document preparation, customer service,data management,workflow scheduling and planning,ability of controlling shrinkage successfully and ensuring Store's budget is achieved as per business Plan and looking for new professional challenges

Work Experience

POTTERY BARN & POTTERY BARN KIDS, M.H. ALSHAYA CO.

09/2014 - 05/2020

Dalma Mall, Abu Dhabi
ASST. SALES MANAGER

- Assisting line manager in day-to-day store operations by planning and scheduling of manpower, ensuring outstanding customer service and maintaining store's standards.
- Managing smoothly and successfully a store size of 25,000 Sq.Ft. consisting of 24 departments (Furniture, Bedding,Home Decor,Bath,Lighting etc)
- Working and running store operations with a team of 20 members including 5 Managers, 4 Design Studio Specialists,6 Senior Sales Associates and 5 Sales Associates.
- Ensuring visual conditions are consistently upheld to established standards.
- Formulating strategy and analyzing reports to achieve business plan and profitability of store.
- Having an in depth knowledge and understanding of the performance of departments at the category and sub category levels
- Responsible for stock management and adjustment, timely merchandising and correct pricing to maximize sales and control shrinkage.
- Motivating, training ,directing and guiding team to improvise their performance and customer service for achieving store's budgets.

ANSAR MALL & GALLERY, ANSAR GROUP OF COMPANIES

11/2012 - 05/2014

Al Karama, Dubai
SHOWROOM SUPERVISOR

- Greeting and assisting customers in a way that models exemplary conduct to other staff.
- Ensuring store conditions are up to established standards.
- Motivating team to deliver excellent service to clients.
- Adhering to all safety procedures in the performance of job duties.
- Delivering exceptional service and meeting sales budgets in assigned departments.
- Timely execution of stock transfer,write off and stocktake.
- Carrying out other activities as per business requirement with guidance of Store Manager.

CHAUDHARY TRADERS PVT. LTD.

01/2007 - 10/2012

Kathmandu, Nepal
SHOWROOM MANAGER

- Ensuring Showroom is up to date as per Visual Standards of Company.
- Maintaining knowledge of all the products in the showroom.
- Hiring, Training, developing sales staffs and motivating them.
- Negotiating deal with suppliers and customers.
- Monitoring Store and Employee Key Performance Indicators
- Ensuring store budget is achieved annually.

Education

MASTER OF BUSINESS ADMINISTRATION (MBA) in IT Management 01/2004 - 12/2006

Sikkim Manipal University
SMU is of the best private universities in India, Scored A-Grade.

BACHELOR OF INFORMATION TECHNOLOGY (BIT) in IT 01/2000 - 12/2003

Manipal Academy of Higher Education
MAHE is a wing of Manipal University in India, Scored A-Grade.

INTERMEDIATE OF COMMERCE (I.Com.) in Commerce 04/1998 - 03/2000

Bihar Intermediate Education Council
Distinction in Accountancy, Scored A Grade

Courses & Certifications

HUMAN RESOURCES FOUNDATIONS - Society For Human Resource Management (SHRM) 10/2020

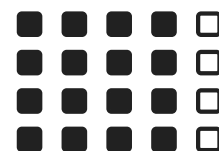
RETAIL CUSTOMER SERVICE MANAGEMENT - LinkedIn Learning 10/2020

PROJECT MANAGEMENT FOUNDATION: COMMUNICATION - Project Management Institute (PMI) 06/2020

CUSTOMER SERVICE FOUNDATION - National Association of State Boards of Accountancy (NASBA) 10/2020

Skills

- Planning and Organizing
- Interpersonal and Communication
- Problem Solving and Decision Making
- Attention to Details and Time Management

**Awards & Honors**

BEST EMPLOYEE REWARD 2013 07/2013

Ansar Group, UAE

EMPLOYEE SERVICE CERTIFICATE 2019 11/2019

Alshaya Group, UAE

Ansar Group, UAE

Successful launch of Ansar Galley with the help of team of GM,Showroom Managers,Store Managers and Associates.

Interests

- Reading Motivational Books
- Traveling to New Places
- Listening to Music
- Gardening
- Cooking

References

ISHAN SENGAL
Pottery Barn & Kids - Alshaya Group || Store Manager
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Additional Information

Worked as a part time lecture for BBA ,BBS and MBS courses in some of the reputed colleges (Kist college, Uniglobe College ,Kantipur Valley College) in Kathmandu ,Nepal.

I hereby declare that all the information furnished above is true and correct to the best of my knowledge.

Signature