



Mr. Rameezur Rahman

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Professional Profile

An enthusiastic Retail Store Supervisor commercially focused with customer service and management expertise. Possess an ability to motivate staff, helping them in maintaining store standards and achieving commercial targets. With a career based in retail, gained experience and expertise in Stock Management, Product Merchandising, Team Engagement and Resolving customer complaints.

Seeking a challenging role, where my existing skills and qualifications will add value from the outset, whilst I continue to further develop my skills and knowledge in this field.

Career Summary

Designation										
Store Supervisor Sales Executive										
Years }}	2012	2013	2014	2015	2016	2017	2018	2019	2020	

Currently working for **Splash LLC, Landmark Group** as Store Supervisor since **March 2015**

Reporting to: Store Manager

Key Responsibilities:

Budget Achievement, Team Training & Motivation, Asset Management, Cost Control, Inventory Management,

Achieved Store of the month February and March 2017 for Splash, Centrepont, Dana Plaza, Fujairah
Awarded Loss Prevention Champion, June 2017

Worked as a Sales executive at **WIPRO India** from **2012 December - 2015 January**

Reporting to: Team Leader

Job Responsibilities

- Ensuring that all customer complaints are addressed as well as solved within a stipulated time.

- Achieving target assigned for monthly and yearly sales and ensuring healthy rate.
- Maintaining smooth coordination with colleagues & office in respect of any data process, data updating, and data requirements.
- Organizing relevant trainings and conducting regular feedback to the staff against expected productivity as well as behavioral expectations
- Ensuring on time resolution for all customer complaints and devising proactive measures to minimize customer complaints
- Assigning individual targets to the team members and motivating them to achieve their targets
- Conducting regular performance feedback to the staff to improve their productivity.
- Organizing team building activities within the store to maintain high motivation level of the staff.
- Ensuring that all the grievances of the staff are addressed on time and escalate if anything to the higher authorities.
- Arranging meetings with prospective clients and canvas for the products
- Prepare business proposals and quotations for prospective clients
- Ensuring regular follow-up with customers and meeting sales targets

Qualifications

- | | |
|---|---------------|
| • BA (Calcutta University -2012) | 59% Aggregate |
| • Higher Secondary School (CBSE Board-2008) | 65% Aggregate |
| • Matric (CBSE-2006) | 73% Aggregate |

*Also completed a Certification Program in Computer Applications, covering basic office platforms

Other Trainings

- Attended Management Development Program from Spalsh
- Underwent 'Masterminds' training program designed for Store Managers
- Nominated for 'Competitive Retail' training program organized by Splash
- Attended L&D Program from Landmark Group
- LP (protecting people and profit) Training with Landmark group

Rewards & Recognition

- Bagged the Los Prevention Champion at Splash in 2016,2017,2018,2019,2020
- Bagged Employee of the year 2018 at Splash

Personal Details

DOB	: 14 th july 1989
Permanent Address	: Al-Zafar Manzil, First Floor Old Karim Ganj, Gaya, Bihar
Nationality	: Indian
Passport Status	: Valid
Languages Known	: English, Urdu, Bengali, Arabic & Hindi
Hobbies and Interests	: Fitness, Reading, Cricket.

Date:

Rameezur rahman