

Summary

Dynamic and detail oriented multi-sectoral Retail Operations Expert whose expertise and experience spans across the food and beverage and fashion retail industry. Analytically dedicated to the operations and management of the retail industry for the past six years. Using unique and tailored operational set skills and approach in achieving the four major functional standards of the retail operations, which are merchandising, customer service, store operations & financial management.

Education

Lagos State University

BSC

2010 - 2014

Business Management

Lagos State Polytechnic

Higher National Diploma

2007 - 2010

Business Administration

Experience

House of Pops

Retail Supervisor

2021 - Present

- Recruiting new employees and managing the daily operations of the various outlets.
- Evaluating staff performance using the checklist, graphics rating scales, and 360-degree feedback method.
- Training staff on grooming and presentation inline with company policies and standards.



Wisdom Eshiet

RETAIL OPERATIONS
EXPERT



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Awards

- Best Performance - 2022
- Training Champion Award - 2020
- Best Customer Service Experience Of The Year - 2017

Skills

- Excellent and effective communication.
- Customer service and satisfaction oriented & perseverance.
- Attention to detail & business intelligence.

- Analysing sales performance and reaching sales targets and managing staff shift schedule.

- Managed execution and overall performance of scheduled events.

Sydney Grand Outlet

Assistant Store Manager

2019 - 2021

- Managing daily business operations of the store and developing sales strategies.

- Evaluate customer service standards, merchandise displays, items labelling, pricing, and cleanliness of interiors and exteriors of the store.

- Coordinating, monitoring, and reporting on daily operations.

- Recruiting, training, and supervising employees, managing employee schedules, conducting performance reviews, and enforcing disciplinary actions.

- Monitoring and maintaining suitable store inventory levels and resolving customer complaints in a timely manner and ensuring that store policies and procedures are followed.

Pick & Chew

Operations Supervisor

2014 - 2017

- Supervise daily department operations and operating processes and increase efficiency of workers for growth oriented programs.

- Prepare regular operation reports, performance and evaluate processes as per business requirements.

- Prepare project updates within the required timeframe

- Stock Inventory Control. Multi-tasking & decision-making.

- Motivation & conflict resolution skills

Numerical skills & sales skills.

- Time management skills & ability to work well under pressure.

- Stock management and strong supervisory and leadership skills.

- Developmental skill & excellent organizational skills and attention to detail.

Languages

English

and delegate individual tasks to all employees.

- Analyze all opportunities and recommend ways to improve efficiency and reduce costs.
- Supervise effective compilation and collection of information and data to enhance growth.



Projects

House Of Pops

Onsite Retail Operations (Global
Village Dubai)

October 2022 - April
2023

- I managed a group of 15 permanent employees for daily operations.
- I and my team were able to generate a total revenue of about 2,500,000aed for the 6 months with a monthly minimum revenue of 300,000aed being the first ever project of its kind for house of pops in Global Village.
- Managed the stock transfers and control.
- Managed employee schedules, equipment maintenance, hazard safety, customer enquiries, power supply, and staff mobilities.