

## Momtaj Ansari

Email: [Momtaj11@gmail.com](mailto:Momtaj11@gmail.com)

Date of Birth: 28th April 1988

Nationality: Nepalese (+977) 9823103821

Gender: Male

Whatsapp Messenger : +977-9823103821

Facebook : <https://www.facebook.com/momtaj.love> Address: Basantpur-6 Sarlahi, 45800 Sarlahi (Nepal)

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## SHOP SUPERVISOR PROFESSIONAL – RETAIL INDUSTRY

Offering 3+ years of sterling experience; seeking managerial level assignments across the Industry

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### Key Strength Areas:

Sales Targets • Excellent Customer Management • Relationship Management • Store Keeping • Visual Merchandising • Material Management • Report preparation • Logistics • Stock Updating • Vendor Management

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## PROFESSIONAL EXPERIENCE

Landmark Group-Muscat (Oman) 24<sup>th</sup> may-2012

### Shop Supervisor (Concept-Shoexpress)

- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Ensure that the sale & service process is facilitated to build the franchise and loyalty of the customer.
- Impart training to store staff and equip them with the skills to understand and fulfill customer needs.
- Plan and implement Operations procedures in the store to deliver the desired level of customer satisfaction.
- Ensure that all statutory requirements, pertaining to Sales and Operation are complied with and in time to avoid any punitive action from the authorities.
- Ensure that Visual Merchandising is of the required quality.
- To contribute to the profitability of the organization and maintain control over expenses.
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### SHOEXPRESS OMAN

#### SHOP SUPERVISOR

- Deftly designing and implementing various strategies visually Display, Customer Interaction, Promotional Schemes to improve the footfall and profits.
- Accountable for handling the store and preparing credit, sales, cash and stock reports as a part of daily closings while managing the expenses and maintaining the daily and monthly accounts ledgers.
- Managing inventory system, place orders to restock the merchandise while managing the outflow and inflow of the inventory also entailing stock indenting and FIFO management
- Providing effective and inspirational leadership to the team through regular training, motivation and performance appraisals in order to achieve set targets in sales volumes
- Daily staff briefing with SM & supervisor to discuss about store target & how we can enhance Section sale as well as store sale.
- Establishing healthy business relations with clients & external associates for securing repeat business & long term customer loyalty and working towards solving their queries and complaints efficiently
- Supervising all store stock inventory & find out slow & dead move stock.
- Efficiently handling overall responsibilities pertaining to routine correspondences of the company and efficiently
- Managing store expenses & supervision of all commercial work.
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### Activities and Responsibilities:

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- Ensure that visual merchandising is of the required quality.
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## **COMMUNICATION AND INTERPERSONAL SKILLS**

### Listening and Speaking

Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups. They include a wide range of skills, but particularly communication skills such as listening and effective speaking. They also include the ability to control and manage your emotions.

Customer Service Representative

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## **EDUCATIONAL**

### 12TH PASSED

SHREE RAMJANAKI HIGHER SECONDARY SCHOOL,  
BASANTPUR ,6 SARLAHI NEPAL

## **LANGUAGE SKILLS**

Mother tongue(s): Nepali

Other language(s):

**English,**

LISTENING A1 READING A1 WRITING A1 SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

**Arabic**

LISTENING A1 READING A1 WRITING A1 SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

**Hindi**

LISTENING A1 READING A1 WRITING A1 SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

**Urdu**

LISTENING A1 READING A1 WRITING A1 SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

## **DIGITAL SKILLS**

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### My Digital Skills

Microsoft Office / Social Media / Google Drive / Video conferencing experience (Zoom, Skype) / Email (Gmail) / WHATSAPP / Facebook / VIBER / Linked in Business FB Business