

Momtaj Ansari

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SHOP SUPERVISOR PROFESSIONAL – RETAIL INDUSTRY

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

Key Strength Areas:

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

PROFESSIONAL EXPERIENCE

Landmark Group-Muscat (Oman) 24th 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:

- 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.

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

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

My Digital Skills

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