**Romeo Dzangare| Retail Branch Manager**

**Location:** Harare, Zimbabwe willing to relocate

**Contact:** +263772866727

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**Professional Summery**

Experienced retail manager with over five years of experience in managing and growing successful retail operations. Skilled in team leadership, customer service and inventory management. Proven track record of exceeding sales goals and improving store profitability. Added experience of having worked in production, Stores, Commercial, Sales, Marketing and Management. Thrives on adaptability, curiousness and the need for continuous learning that enables me to fit in many careers.

**Education**

**Bachelor of Science Honors Degree in Human Resources Management|** Midlands State University, Zimbabwe|Jan 2014- Nov 2016

**Executive Diploma in General Management**-Pending Dissertation| Zimbabwe Institute of Management| Jan 2011-Nov 2012

**Higher Diploma in Human Resources Management**-Pending Dissertation|Institute of People Management of Zimbabwe| May 2006- June 2007

**Diploma in Industrial Relations**| University of Zimbabwe|Aug 2003- Aug 2005

**Experience**

September 2018- 2023 **Xfoliate Investments, Kariba**

**Branch Manager**

***Key Responsibilities***

* Recruiting and training staff
* Setting staff targets, motivating them and reviewing their progress
* Conducting performance reviews and appraisals
* Maintaining detailed and accurate sales and profit data
* Dealing with customer complaints and feedback
* Managing stock levels and devising pricing structures
* Ensuring compliance with all legislation including health and safety standards
* Devising and implementing promotional campaigns

***Key Achievements***

* Led the successful opening of a new store location, ensuring on time completion, hiring and training of staff and achieving sales targets within the first six months of operation
* Collaborated with marketing to develop and launch seasonal promotions, resulting in a 20% increase in sales during the targeted periods
* Achieved a 15% increase in average daily foot traffic by executing effective local marketing campaigns and community outreach initiatives
* Implemented after sales support services for free to give back thereby retaining their loyalty

Aug 2014 to Aug 2018 **Chloride Zimbabwe**

**Commercial officer**

***Key Responsibilities***

* Purchasing of scrap lead batteries for recycling to recover lead
* Developing and implementing effective commercial strategies.
* Negotiating and finalizing agreements with clients and vendors.
* Monitoring market trends and identifying business opportunities.
* Collaborating with cross-functional teams to achieve business objectives.
* Ensuring compliance with regulatory standards and industry best practices

***Key Achievements***

* Created new markets for the organization and expanded the old ones
* Increased volumes of purchases per month by 15% thereby meeting and surpassing monthly targets
* Came up with a pricing structure and bonus incentives for the suppliers which increased volumes supplied by 20% and a 5% reduction in costs

May 2009 to Jul 2014 **Chloride Zimbabwe**

**Stores Controller**

***Key Responsibilities***

* Overseeing and controlling the availability of production and engineering stock levels
* Raising Purchase orders after verifying purchase requisitions from various departments
* Supervising stores staff and performing random checks and audits
* Weekly and monthly stock take to ensure the physical stock tallies with the computer system stock
* Comparing items received against items ordered and updating stock information on the computer system
* Implementing or improving processes and procedures
* Maintaining records of pricing, purchases and other relevant information

***Key Achievements***

* Managed to resolve the problem of stockouts by introducing new re-order levels compatible with new increase in production levels due to high production out put
* Resolved the discrepancies between physical stock and computer system stock which was giving false accounting figures
* Managed to have all Stores personnel trained which yielded improved performance in the department

**Skills**

Inventory Management Leadership

Sales Techniques Communication

Merchandising Time Management and scheduling

Customer Service Problem Solving

Recruitment and Training Team Work

Product Knowledge Organizational Skills

Budgeting Conflict Resolution

Data Analysis Adaptability

Order Management Negotiation

Marketing

**Software**

Microsoft office,

Excel,

Google sheets,

Word,

PowerPoint,

Google mail,

Skype,

Sage x3

**Languages**

English, Shona

**Hobbies and Interests**

Soccer,

Team sports,

Fishing,

Sight seeing

**References**

On Request