

Monji Fradj

Assistant Manager

✉ monji.fraj11@gmail.com

☎ +974-72147665

📍 Doha, Qatar

Passionate and results-driven Assistant Store Manager with seven years of experience in retail management, specializing in optimizing store operations and enhancing customer satisfaction. Known for my strong leadership skills, I excel in team development, inventory management, and driving sales performance.

Experience

Assistant Store Manager - Ansar Gallery | Qatar

Since May 2019

- Develop and implement strategies to increase customer engagement
- Monitor sales performance and identify areas of improvement
- Analyze customer feedback and develop strategies to improve customer satisfaction
- Manage inventory levels and ensure stock availability
- Monitor and manage staff performance and ensure compliance with company policies and procedures
- Train and develop staff to ensure they are up to date with product knowledge
- Monitor and manage store operations to ensure efficiency and profitability
- Ensure compliance with health and safety regulations
- Analyze market trends and identify opportunities for growth

Commercial Representative - Geant Hypermarket | Tunis, Tunisia

Nov 2017 - May 2019

- Manage inventory levels, ensuring stock availability and accuracy.
- Facilitated seamless transactions with suppliers to ensure timely supply of goods.
- Monitor daily operations to maintain efficiency and productivity.
- Respond to emergencies and resolve issues using appropriate procedures
- Deliver exceptional customer service, enhancing customer satisfaction and loyalty.
- Communicate company goals and updates to employees.
- Ensure products are competitively priced and available in the market.

Assistant Manager - Carrefour Hypermarket | Tunis, Tunisia

Aug 2013 - May 2017

- Assist in planning and implementing strategies to attract customers
- Track the progress of weekly, monthly, quarterly, and annual objectives
- Monitor and maintain store inventory
- Evaluate employee performance and identify hiring and training needs
- Supervise and motivate staff to perform their best
- Coach and support new and existing Sales Associates
- Monitor retail operating costs, budgets, and resources
- Make sure all employees adhere to the company's policies and guidelines

Education

- Economic Baccalaureate certificate
- Trade and Distribution certificate
- Economic and Management certificate

Skills

- Team Management
- Customer Service
- Sales and Marketing
- Communication Skills
- Operational Skills
- Problem-Solving
- Interpersonal skills
- Health and Safety