

## Afzal Ahmad

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Duhail South Doha, Qatar.



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### CAREER OBJECTIVE

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To contribute with efficiency in industry through hard work, honesty & determination and also enrich my knowledge by working in a professional and value adding corporate.

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### CAREER SUMMARY

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Dedicated and results-driven professional with 8+ years of experience in retail sales and store supervision. Proven track record of driving sales growth, leading high- performing teams, and providing exceptional customer experiences. Skilled in inventory management, visual merchandising, and conflict resolution. Committed to continuous learning and seeking new challenges to grow professionally. Passionate about building strong relationships and making a positive impact in the workplaces

### CURRENT EMPLOYMENT:

- ✓ Organization : KIDDY ZONE ( A Branded Toys Leading Company in QATAR )
- ✓ Position : Sr. Sales / Store Supervisor
- ✓ Duration : Feb 2022 Till Date

### JOB PROFILE:

- Team Management: Supervise sales associates, cashiers, and other store employees to ensure excellent customer service and Achieve sales goals.
- Store Operations: Oversee daily store operations, including opening/closing procedures, inventory management, and visual merchandising.
- Customer Service: Ensure exceptional customer service, resolve customer complaints, and provide feedback
- Inventory Management: Manage inventory levels, conduct stock counts, and minimize shrinkage.
- Visual Merchandising: Ensure attractive store displays, windows, and product placement to maximize sales.
- Employee Development: Train, coach, and develop employees to improve performance and achieve career goals.
- Communication: Communicate effectively with employees, management and customers to ensure seamless store operations.

- Problem-Solving: Resolve conflicts, address employee concerns, and make informed decisions to benefit the store.
- Compliance: Adhere to company policies, procedures, and legal requirements to maintain a safe and secure work environment

#### PREVIOUS EMPLOYEMENT:

- ✓ **Organization** : SF Electronic trading (Multi Brand Home appliances Showroom)
- ✓ **Position** : Sales/ Merchandiser
- ✓ **Duration** : May 2020 to Sep 2021

#### JOB PROFILE:

- Meet and exceed sales targets for home appliances.
- Product knowledge: Staying up-to-date on features, benefits.
- Customer service: Providing excellent customer service, answering queries, and resolving issues.
- Demonstrations: Conducting product demos to Display features and capabilities.
- Monitor competitor activity and market trends.

#### PREVIOUS EMPLOYEMENT:

- **Organization** : Fawaz Al- Hokair Fashion Retails Company ( KSA)
- **Position** : Sales Associate ( in Marks & Spencer )
- **Duration** : May 2017 - Nov 2018

#### JOB PROFILE:

- Maintaining a neat and organized store floor, including folding and hanging merchandise.
- Restocking shelves, racks, and tables with merchandise.
- Ensuring accurate signage and pricing on merchandise.
- Rotating stock to ensure fresh and current product offerings.
- Assisting with receiving and processing new shipments.
- Maintaining store standards for visual merchandising.
- Supporting sales associates with floor tasks and customer service.
- Ensuring a safe and clean shopping environment for customers.
- Participating in floor sets and visual merchandising changes.
- Maintaining an organized stockroom and back-of-house areas.
- Assisting with inventory management and cycle counts.
- Supporting loss prevention efforts and adhering to company policies.
- Maintaining a high level of customer service and engagement on the sales floor.
- Processing transactions and handling customer payments
- Assisting with customer inquiries and resolving issues
- Participating in sales promotions and events
- Collaborating with other teams, such as visual merchandising or inventory management

#### PREVIOUS EMPLOYEMENT:

- **Organization** : Al Arabia Crystal Company ( Saudi Arabia)
- **Position** : Sales Associate/ Outdoor sales
- **Duration** : March 2014 - Nov 2016

#### JOB PROFILE:

- In-store Sales: Greet the Customer & assist the Customer Meet sales targets

- Outdoor Sales Visit customers at their locations (homes, offices) to showcase products and close sales Set daily/weekly sales targets and track progress.
- Customer Service Respond to customer inquiries and concerns Resolve issues and provide after-sales support.
- Collaborate with colleagues, managers, and customers.
- Provide market feedback and insights to improve sales strategies.

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#### EDUCATIONAL QUALIFICATION

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Qualification	Board/University	Year	Marks/Grades Obtain
B. A	Dr RML University Faizabad ,UP, India	2009-12	"B"

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#### ADDITIONAL QUALIFICATIONS

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Qualification	Board/University	Year	Marks/Grades Obtain
I T I	Computer operating prog. Asst. ( Copa)	2008	"A"
ADCA	Advance Diploma in Computer application (Ms Office,)	2006	"A"

- I have Basic knowledge about some Graphic Design Software Like Corel Draw, Photoshop,etc

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#### PERSONAL DETAILS

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Nationality : Indian.  
 Passport No : V0271098  
 Visa/QID : Transferable  
 Driving License : Saudi Arabia, India ( Taking Class for Qatar DL )  
 Marital Status : Married.  
 Languages Known : English & Arabic, Hindi, Urdu

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#### DECLARATION

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I hereby declare that all the information stated above is true and complete to the best of my knowledge and belief and nothing has been concealed / distorted.

Place:

Date:

( Afzal Ahmad )