



# IMRAN ALI

STORE DIRECTOR

## CONTACT



+974 66193934 / 55250789



imranali.78687@yahoo.com



AL Mansoura, Doha, 201213,  
Qatar

## ABOUT ME



As a dynamic Store Director / Store Supervisor with a decade of experience at Starlink Qatar W.L.L., I bring a wealth of expertise to the table. My academic background, underscored by a Bachelor's degree, complements my professional journey, where I have honed my skills in sales and customer excellence. I am passionate about leveraging my knowledge to drive success and consistently exceed targets. With a collaborative spirit, I am always eager to contribute to our team's achievements and thrive in fast-paced environments. My commitment to excellence is unwavering, and I am poised to deliver outstanding results.

## SKILLS



COMMUNICATION

PROBLEM SOLVING

HARDWORKING

QUICK LEARNER

## WORK EXPERIENCE



2021

### STORE IN- CHARGE / SUPERVISOR

*Starlink W.L.L, Qatar | Doha*

- Assist "walk-in" customers with sales of products and/or services, responds to questions regarding parts, pricing, and services
- Sell products/systems/services to customers, focusing on volume, mix and profitability targets for assigned Business
- Directing staff and supplying information to sales associates when the Store Manager supervisor is not available
- Upholding all company policies and practices, including but not limited to, store operation procedures
- Participating in, and leading others in, the processing of shipments, replenishment of the sales floor, and additional operational tasks based on the needs of the business
- Coordinate with customer requests while keeping customers informed of order status, and shipments
- Responsible for mode of payment check cash /Credit /Debit Card /Vouchers handling and balancing
- Conducting POSR audits and other inventory management procedures
- Verifying transaction documentation work accordingly if any
- Motivate & coordinate with the team to achieve monthly target

2019  
2021

### RETAIL SENIOR SALES EXECUTIVE

*Starlink W.L.L, Qatar | Doha*

- Keep store neat & clean with visual proper display along stocked with merchandiser and sale team staff for welcoming customers
- Assisting to customers to troubleshoot problems with smart phones & other electronic gadgets
- Attending to clients' issues, concerns and ensuring to provide solutions
- Managing sales assistants to provide support to sales team

ACTIVE LISTENER  
SELF & TIME MANAGEMENT  
MERCHANDISING  
WELL CONVINCING  
SALES REPORTING & ANALYSIS  
INVENTORTRY MANAGEMENT  
TEAMWORK  
CUSTOMER SATISFACTION  
ADMINISTRATIVE  
TEAMWORK

## LANGUAGES



ENGLISH

HINDI

ARABIC

## HOBBIES



- PLAYING & WATCHING SPORTS
- INTREREST IN READING & LIKINNG
- POETRY
- DOING SOCIAL SERVICE
- TRAVELING

## PERSONAL DETAILS



**Date of birth**  
01/01/1986

**Nationality**  
INDIAN

**Visa status**  
EMPLOYMENT

**Marital status**  
SINGLE

- Monitoring the stocks rotation and managing the stocks movements to avoid getting aged
- Practicing effective methods and working as a successful team player
- Offered services & products to fulfill customers' needs
- Provided friendly and knowledgeable customer service while assisting customers manage their cellular service.
- Proven track record in enhancing customer experience and contributing to brand growth through effective product promotion

2014

2019

### CUSTOMER SERVICE REPRESENTATIVE - OOREDOO

*Ooredoo, Qatar | Doha*

- Greeting and welcoming the customer with smile and listening their concerns to visit the store.
- Interacting with customers to address their questions, concerns, and complaints
- Using a variety of channels, including phone, chat, email and social media.
- Informing offer/plan /discount which is suitable to customers
- Resolving their problems related service issue if any
- Focusing on targets in all categories and maximizing the effort to reach them.

2012

2014

### ACCOUNT COORDINATOR /ASSISTANT ACCOUNTANT

*Ettisal Al Sulaiman Holdings, Qatar | Doha*

- Computing, classifying, and recording numerical data to keep financial records complete
- Assisting to senior on routine basis keep update the account balance
- Performing any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records.
- Keep updating record in the system accordingly

2011

2012

### PURCHASE OFFICER / PROCUREMENT AGENT

*MAS Co U.A.E | Dubai*

- Optimized supplier engagement and strategic negotiations to meet precise project criteria.
- Executed thorough cost-benefit analyses for economical procurement solutions, ensuring product quality and availability.
- Managed supplier relations

- Ensured cost-effective buys
- Monitored quality & supply

2008  
2011

**TEACHER**  
*Saint Michael School, India | Jamshedpur*

- Expert in crafting engaging lesson plans
- Boosted student pass rates by 20%
- Pioneered innovative teaching methods
- Championed inclusive education practices
- Led successful parent-teacher collaborations
- Mentored new teachers, improving team skills
- Awarded 'Teacher of the Year' twice

EDUCATION



2009

**BACHELOR**  
RANCHI UNIVERSITY, JHARKHAND | JAMSHEDPUR

- *Bachelor degree in commerce ( A/c)*

2006

**UNDERGRADUATE**  
JHARKHAND INTERMEDIATE COUNCIL, JAMSHEDPUR  
INDIA

- *Complete **Intermediate in commerce***

2001

**HIGHER NATIONAL CERTIFICATE**  
JHARKAHND SECONDARY EXAMINATION BOARD | BOKARO

- *Complete **Matriculation ,Bokaro Jharkhand (INDIA)***

COURSES



MAR 2002  
APR 2003

**DIPLOMA IN COMPUTER APPLICATION**  
APTECH COMPUTER EDUCATION, JAMSHEDPUR, INDIA

AUG 2008  
JAN 2009

**BOOK KEEPING & COMPUTER AIDED  
ACCOUNTANCY -TALLY**  
JAN SHIKSHAN SANTHAN JAMSHEDPUR INDIA