



SANJEEV PANDEY

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PROFESSIONAL SUMMARY

Retail and operations professional with over **10 years** of progressive experience in supermarket management, branch operations, customer service, and team leadership across Qatar Consumption Complexes (QCC) from 2015 to 2025. Proven ability to manage store performance, sales growth, and ensuring high customer satisfaction. Skilled in staff supervision, inventory coordination, promotional planning, and financial accuracy.

WORK EXPERIENCE:

Branch Manager

Qatar Consumption Complexes (QCC)

Tebha Khraitiyat - Doha, Qatar | July. 2024 – Aug. 2025

- Managed employees and day-to-day branch operations.
- Conducted branch level financial reviews, including daily sales, expenses, and budget monitoring.
- Coordinated with purchasing and store teams to maintain optimal stock levels.
- Implemented promotional campaigns and monitored their performance.
- Ensured excellent customer service standards and handled customer concerns professionally.
- Ensured full compliance with company policies, safety procedures and service quality.

Branch Manager

QCC - Markhiya Complex

TV Signal 33, Doha, Qatar | Jan. 2022 – Jul. 2024

- Monitored daily sales performance and prepared reports for management review.
- Set sales targets and motivated staff to achieve KPI's.
- Monitored inventory and coordinated with suppliers for timely replenishment.
- Ensured accurate pricing, product labeling, and merchandising standards.
- Maintained strong communication with the head office for operational updates.
- Handled staff issues, attendance, and discipline.

Store Manager

QCC - Wholesale Division

Industrial Area 38, Doha, Qatar | Aug. 2021 – Jan. 2022

- Coordinated delivery schedules and ensured accurate receiving of incoming stocks.
- Verified supplier invoices, purchase orders, and stock discrepancies
- Maintained organized stockrooms and ensured proper stacking of bulk items.
- Ensured proper handling of damaged, returned, or defective products.
- Monitored competitor pricing and promotions to support strategic pricing decisions.
- Identified opportunities to increase sales through new products or improved product replacement.

Data Entry / Controller

Al Khalaf Trading & Marketing (KTM)

Industrial Area, Doha, Qatar | Apr. 2021 – Aug. 2021

- Verified and updated documents, workflows, and technical files.
- Encode new product listing into the system, ensuring accurate details for inventory management.
- Record and update cost price and selling price for all items, ensuring accuracy and consistency in the database.
- Assign and manage barcodes for all products, maintaining proper tracking and identification.
- Ensures all documentation complied with company standards.
- Ensures 100% accuracy in contracts, data entry, and documentation records.

Showroom Supervisor / Chief Cashier

QCC - Al Mamoura Souq

Haloul- Al Mamoura, Doha, Qatar | Aug. 2019 – Feb. 2021

- Supervised cashier team and ensured smooth customer service operations.
- Managed cash floats, reconciliations, and POS troubleshooting.
- Resolved customer concerns and ensured fast service at checkout.
- Monitored showroom cleanliness, product arrangement and promotional setups.
- Assisted with stock counts and inventory reporting.
- Record and track all petty cash transactions, ensuring compliance with company policies.
- Oversee cashiers operations, including monitoring POS transactions, approving or reviewing item returns, and managing POS deletion request.

Cashier

QCC-Mamoura Complex

Nuija Al Hilal, Doha, Qatar | Aug.. 2017 – Aug. 2019

- Processed customer payments using cash, card, vouchers and digital transactions.
- Operated barcode scanners, POS system, and electronic payment terminals.
- Provided products recommendations and customer assistance.
- Handled refund, exchange, and price verification procedures.
- Ensured all pricing, quantity, and receipts were correct for each customer.

Saleman section In-Charge

QCC-Mamoura Complex

Nuija Al Hilal, Doha, Qatar | Mar. 2015 – Aug. 2017

- Assisted customers in locating products and making purchase decisions.
- Manage stock and ensured shelves were always full.
- Monitored product expiry and reported damaged / slow moving items.
- Ensured the section was clean, organized, and visually appealing.
- Ensure all products have accurate price labels and barcodes corresponding to the correct items.

Asst. Accountant

Bhatbateni Supermarket

Butwal, Nepal | Oct. 2014 – Feb. 2015

- Record daily transaction (sales, expenses, payment).
- Prepare and process supplier invoices.
- Assist in preparing bank deposits.
- Provide documents needed for internal or external audits.

EDUCATION:

Tertiary / College - CSE Computer Institute

Tally Erp 9.0, Swastik. V20

Butwal, Rupandehi, Nepal

Graduated: 2014

HSEB - Paramount College

Butwal, Rupandehi, Nepal

Graduated: 2011

Secondary Level -

Paramount English Higher Secondary School, Shankarnagar-5, Nepal

Graduated: 2010

CERTIFICATIONS & TRAINING

- **Advance Microsoft Excel**
(Top 2 Awardee)
INFOCUS Computer Training
Doha-Qatar

EXPERTISE:

- Computer Proficiency
- Leadership Experience
- Communication skills
- Problem Solving abilities

LANGUAGE:

- English
- Arabic
- Hindi

PERSONAL INFORMATION

- Birth date : August 03' 1996
- Age : 29 yrs. old
- Civil Status : Single
- Nationality ; Nepalese