

Sajjad Ahmed Khan

CONTACTS:

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Personal Summary

Experienced retail store manager, possessing extensive 20+ years of experience in business management, customer service, Retail / Hospitality / warehouses Operations (ISO 9001:2000 standards), quality management system. Conscientious and enthusiastic professional, able to work effectively under pressure as a part of a team and individually. Career orientated keen to face tough challenges. Customer service driven, versatile with a proven ability to build and lead highly successful team and programs, Adept in developing and implementing policies and procedures. Well versed in growing sales revenue and negotiating cost saving initiatives

Focused with a comprehensive knowledge of managing and developing stores and leading staff & sales teams in various sectors of Retail Industry

Easy going and get along with both work colleagues and Top management, demonstrated success in managing multiple business locations. Hands – on experience in Inventory Control / Opening new stores / with a reputation for dedication and creative problem solving skills. Seeking a management position in a reputed organization to be accorded an opportunity to apply all the aforesaid expertise in contributing to the growth of the company.

Professional Profile

A. F. ENTERPRISES (India)

Retail Store Manager

July 2020 - September 2024

AREAS OF EXPERTISE

- Business Growth
- Operational Excellence
- Customer Satisfaction
- Continuous Professional Development
- Client Participation
- Recruiting
- Technical Resource
- Risk Management
- Cost Reduction
- Change Management
- Mentoring and Motivation
- Team Building
- Decision Making
- Vendor Management
- Inventory Management
- Problem Solving
- Multiple Location Business Management

- Managed store operations, overseeing inventory, sales targets, and customer service.
- Implemented merchandising strategies to drive sales.
- Led and trained retail associates, providing coaching and feedback.
- Developed schedules and managed staffing levels.
- Ensured strong customer satisfaction by resolving issues promptly.
- Trained staff on upselling and cross-selling techniques.
- Maintained vendor relationships and coordinated deliveries.
- Used POS software and inventory management systems effectively.
- Managed brand promotions and product launches.
- Adapted quickly in fast-paced environments and flexible with work hours.
- Held Retail Management Certification and attended leadership training.
- Managed operations for multiple retail stores across various product categories.
- Motivated store teams to ensure consistent performance.
- Stayed updated on industry trends and conducted market research.
- Fostered teamwork through effective communication with staff.

Hotel Asian Park (India)

Operations Manager

July 2015 - June 2020

- Responsible for maintaining visibility with guests at all times, and for assisting to run a hotel that has 60 guest rooms & suites, 3 conference rooms, 2 restaurants, a lounge.
- Using hotel resources to maximize guest's satisfaction & optimize revenues.
- Representing the hotel in marketplace & develop relationships with key accounts.
- Analyzing statistical information and drawing conclusions from it.
- Continuously develop the hotels brand by attending tourism trade fairs & exhibitions.
- Aggressively managing all the independent revenue and expense areas to ensure profitability.
- Accurately forecasting revenues/expenses.

Languages:

- English
- Hindi
- Urdu
- Kashmiri

Skill Highlights

- Entrepreneurial Spirit
- Persuasive & Articulate
- Customer Relation oriented
- Influencing skills
- Lead By Example
- Human Resource
- Hospitality Management
- Team Management
- Transport Management
- PR for Event Management
- Short Time Target Achievement Records
- Staff Internal Growth Program Management
- Performer with least or No supervision
- Health and Safety Management
- F&B, Front Desk, Sanitation, And security Management

Personal Details

Relocation : N/A

Date of Birth : 11th Nov 1977

Nationality : Indian

Passport No : N2078005

Visa Status : Freelance

Reference : On Request

Debenhams (Dubai - United Arab Emirates)

Deputy Store Manager

Mar 2010 - June 2015

- Managing all Store operating procedures.
- Lead Sales managers to maximize store contribution through exploiting every opportunity to drive sales.
- Delivers the high levels of motivation and development of team members and ensure individual and store compliance with all company regulations and procedures.
- Regularly monitors and reviews layouts to ensure best and worst selling lines are correctly positioned.
- Supports the store manager in keeping expenditure levels to the minimum possible and achieving cost targets.
- Ensure store achieves defined stock loss targets. Decides on form of implementation of stock-loss controls, planning to reduce stock loss and maintain cost controls.
- Ensures store enacts and is fully compliant with all required administrative procedures according to company guidelines and within deadlines.

Marina Home Interiors (Dubai - United Arab Emirates)

Assistant Operations Manager

Feb 2005 - Jan 2010

- Manage, direct and guide all facets of the operation of the store's warehouse and delivery functions in order to maximize efficiencies, profitability, and deliver outstanding customer service.
- Manage and provide all necessary backend support to all showrooms in UAE to achieve their sales targets.
- Managing and planning all deliveries throughout UAE with minimum man power and available resources to save company costs.
- Managing a team of over 115 associates which includes admin executives, warehouse supervisors, and delivery fleet and workshop technicians.
- Manage and train associates with effective techniques to ensure that delivery targets are met beyond customer expectations.
- Safeguards warehouse operations and contents by establishing and monitoring security procedures.
- Maintains physical condition of warehouse by planning and implementing new design layouts; inspecting equipment; issuing work orders for repair and requisitions for replacement.
- Works closely with store managers to ensure unity of purpose in accomplishing store goals.

Miraj Islamic Art Center (UAE)

Showroom Manager

Feb 2001 - Jan 2005

Bhilai Scan And Research Centre (India)

Admin Executive

July 1999 - Jan 2001

Workshops And Trainings

- Retail Selling Skills And Service Excellence. (Dubai, UAE)
- Retail sales and leadership Skills.
- Consumer Protection.
- ISO Certification Internal Auditor Program (intertek - Dubai)
- Participated For JBA (Just Better Approach) Leadership Skill Training.

Academic Credentials**Internal Auditor Program** (Certificate)

Intertek Dubai - United Arab Emirates

Sept 2007

Graduation (B.Com)

Pt. Ravishankar Shukla University Raipur - India

March - April 1999

HSSE (10 + 2)

S.P. Higher Secondary (J&K State Board) Sgr - India

Nov - Dec 1995

SSSE (Matriculation)

Greenland High School (J&K State Board) Sgr - India

Nov - Dec 1993

