



SHIBAN ARSHAD

Store Manager

PROFILE

With my past working experience, I am looking forward for a challenging career opportunity where my related experiences can be utilized, applied and be part of progressive and highly dynamic organization and be able to share my skills and abilities in promoting excellence and quality service with said company.

As a manager I'm having 4 years' of experience where 2 years as CSM and, 2 years as a Store Manager, I have gained knowledge & leadership skills. With well-developed interpersonal skills, creative thinking and ability to conceptualize the visions of company and customers, I have fulfilled their requirement with complete satisfaction. Communicates effectively at all levels with customers and colleagues alike and thrives on responsibility and challenge. As a passionate leader with exceptional communication skills, mentors the team players to overcome the challenges and meet the goals.

EDUCATION

Sangai International University.

2019 – 29-06-2021

Pursued MBA in Marketing Management with 64.3%.

Magadh University

2014 – 04-10-2017

Pursued graduation, Bachelor in Computer Application (B.C.A) with 67.25%.

Kendriya Vidyalaya

2011 – 27-5-2013

Higher secondary level completed with 56.2%.

The Crescent School

10-6-11

Secondary School level completed with 7.8 cgp.

WORK EXPERIENCE

Saudi Automotive Service Co. (SASCO)

Store Manager.

24-09-2019 – 25-10-2021

- Ensuring that all the staff meeting their KPI.
- Responsible for meeting budgetary and sales targets through motivating and developing staff, consistently achieving.
- Monitoring and controlling store compliance (BMC) in all areas, including customer care, effective planning, staff training and development, organization and time management.
- Maximizing every sales opportunity by promoting the highest standards of customer care and recognizing potential development and training opportunities.
- Handling the vendors and warehouse orders, Receiving, Returning, updating in ISP, Invoice, Expiry Monitoring, Store basics Standard Management and many more.
- Plano-gram Implementations
- SOP Adherence
- NPS or Feedback Monitoring to maintain the exceptional customer service
- Staff on-boarding and record keeping
- Commercial Compliance maintenance
- Responsible for maintaining Visual merchandising standards of the store
- Shrinkage control.
- Maintaining online sales, Updating of all the products availability in franchise portal (Hunger station, Careem, ToYou, Jahez) from Admin portal.
- Implanting the offers so that the product does not get waste completely.

CONTACT

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Mobile:

+971 566923136

LinkedIn

[linkedin.com/in/shiban-arshad](https://www.linkedin.com/in/shiban-arshad)

Profile

<https://about.me/shiban>

Email:

shib.shib@live.com
shibanarshad12345@gmail.com

Language Known

English

Hindi

Urdu

Arabic

Personal Information:

Date of Birth : 9th August, 1995
Nationality : Indian
Gender : Male
Religion : Islam
Marital Status : Single
Passport No : **P7936662**
Date of issue : **23/02/2017**
Date of expiry : **22/02/2027**

ADDITIONAL CERTIFICAE

From Google

- Digital Marketing

From Alison

- Leadership
- Warehouse Management: Inventory, Stock and Supply Chains
- Quality Management System (QMS)
- MS Excel
- Retail Management - Merchandising, Distribution and Marketing

CodeBuzzers

Customer Service Manager.

01-03-2017 – 20-06-2019.

- My job role was to lead and motivate the team member and to provide the best quality service to the customer according to the customer need and the Company policy.
- Supervising the daily operations of the customer service department
- Creating a reliable customer loyalty program
- Setting customer service goals for team members and helping them reach those goals
- Interacting with customers and handling customer queries and complaints in a timely manner
- Maintaining relationships with profitable customers
- Making weekly and monthly reports and surveys
- Staying current on the latest industry trends and technique
- Grabbing sales from freelancing website customers.
- Discussing the requirement and suggestion for the concern.

SKILLS

Computer Skills

- Electronic Data Processing Knowledge:
- Excellent in Microsoft Office Program:
- MS Word: Excellent skills in editing typing and maintaining documents.
- PowerPoint presentations: Extra ordinary skills in creating power point presentations. Excellent presentation skills.
- Excel Spreadsheets: Professionally trained in using MS Excel skills. Excellent skills to create and maintain Excel sheets on daily basis.
- Outlook: Very much familiar to use outlook.
- Know c, ++, Qbasic, SQL, php, hardware, software, networking etc.

Other Skills

- Adaptability
- Staffing
- Marketing
- Retail Management
- Leadership
- Ability to Motivate
- Delegation
- Customer Focus
- Quick Learner
- Multi-Task Skills
- Team Player
- Pricing
- Customer Focus
- Vendor Relationships
- Market Knowledge
- Results Driven
- Strategic Planning
- Management Proficiency
- Client Relationships
- Sales Experience
- Organization
- Visual Merchandising