

***ISKANDAR ZULQARNAIN***

NO 5532,

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Bandar Putra Kulai,

81000 JohorBahru.

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**CORE STRENGTHS:**

* Team leadership and staff development skills
* Presentation and public speaking skills
* Co-operative interdepartmental interface skills
* Result-oriented and highly responsible
* Know –how to promote, demonstrate and sell
* Patient and exceptional customer-service
* Experience in consulting customers towards optimal sale
* Excellent communication and interpersonal skills
* Strong sales support and project management, leadership and training skills

**JOB EXPERIENCE:**

**FAST FOOD INDUSTRIAL EXPERIENCE 2005 – 2007 McDonald’s Fast Food**

**Role & Responsibilities**

* Store introduction as a new staff
* Cash Handling as Cashier
* Appointed as Crew Leader
* Managing my crew, day to day job delegation
* Multi-tasking in Kitchen Handling and Peak Hours
* Appointed as Floor Manager to manage the shifts and my staff
* Achieving Sales Target and delivering Excellent Customer Service
* Was nominated as the Best Store among the district being able to break the Sales Record
* Attended Food Hygiene Course as part of the ongoing program
* Reason of leaving as I wanted to excel my carrier to the next level.

**RETAILING INDUSTRIAL EXPERIENCE 2007 -2011 Dairy Farm International**

**( 7 – Eleven ) Singapore**

**Role & Responsibilities**

* Shift Manager running shift on OMO concept ( One Man Operation )
* Attended NETP course ( New Employee Training Program )
* Stock inventory control
* Cycle count and Internal & External Audit
* Promoted to Assist Manager
* Assign to Manage a Store in 2009 as was promoted to store manager.
* Manning manpower deployment, planning and control
* Attended SMP ( Store Management Program )
* Rewarded Excellent Customer Service of the month
* Being a Role Model for my staff
* Attending weekly meetings with top management
* Liaising with vendors and contractors
* Best Service Provider during the 2008, 2009, 2010 Singapore F1 Grand Prix event
* Promoted as a Operation Manager in 2010 was handling 22 stores in central business district
* Provided several different marketing ideas to hit our quarterly target SGD 15 million and maintaining a good record of inventory and budget set by the company.
* Working hand to hand with 22 store managers and reporting directly to our

Operations Director.

**(CANALI) LUXURY RETAIL 2011 – 2013 JOHOR PREMIUM OUTLET**

**SINCE OPENING**

**Role & Responsibilities**

Was appointed as the **Boutique manager/Store Director**

* Directed the operation of a (Retail Store) to develop and maintain a high standard of

Merchandising, placement, store branding, andproper display techniques in order to

create an inviting impression for customers

* Develop store’s fashion style
* Manage budgets and produce sales forecasts as total store value exceeds RM 7million.
* Employ and organize staff according to the staff costing budget.
* Liaise with suppliers to confirm and verify shipments from Milan
* Implement loss prevention initiatives.
* Work closely with the Brand Manager to choose monthly stock from Milan, Italy when

the season has changed.

* Manage all aspects of merchandising and window display and coordinating closely

with the visual merchandising team.

* Maintain outlet/boutique/store stocks are balance at all time and also to tally with

back end system ( XES ).

* To perform monthly stock take in order to maintain a good record of inventory and

stock movement and only allowed to have 0.2% of losses.

* Balance the till at close of business each day including all other transaction mode.
* To work closely with the finance department to make sure all transaction are

up to date and it tally’s with the Daily Summary Report and Month End Report.

* Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensures availability of merchandise and maintaining inventories at all time.

**PREMIUM LEISURE SDN BHD ( FLORSHEIM Since 1892 ) LUXURY RETAIL 2013 TILL PRESENT**

**JOHOR PREMIUM OUTLETS**

**Role & Responsibilities**

Was appointed as the **Store Manager / Operations for Florsheim Johor Premium Outlets.**

My day to day job scope are as per below:-

* Setting sales target
* Maximizing sales and profitability
* Maintaining and increasing standards of customer service
* Driving team performance
* Controlling the training and development of my staff
* Managing and motivating a team to increase sales and ensure efficiency
* Being a role model when coming to lead the sales team.
* To train and manage staff in terms of customers service, sales and stock responsibility.
* Managing stock levels and making key decisions about stock control
* Managing stock inventory as losses should be less then 0.2%
* Analyzing and interpreting trends to facilitate planning

- Using information technology to record sales figures for data analysis and

forward planning

* Dealing with staffing issues such as interviewing potential staff and conducting appraisals.
* Ensuring standards for quality customer service and health are met
* Responding to customer complaints and comments
* Organizing special promotions, displays and events
* Maintaining awareness of market trends in the retail industry, understanding forthcoming customer’s initiatives and monitoring what local competitors are doing.
* Working hand in hand with the Retail Manager and Brand principal on stock orders.
* Doing the buy for the outlet when there is a change of season or stock’s specially for

Outlet concept from ( US, Hong Kong, Australia and Italy )

* Ensures availability of merchandise and maintaining inventories.
* Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
* Protects employees and customers by providing a safe and clean store environment.
* Maintains the stability and reputation of the store by complying with legal requirements.
* Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
* Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.

**ACADEMIC HIGHLIGHTS**

**SEK MEN KEB DATO JAAFAR -Graduated till SPM**

**Executive Diploma In Human Resource Management (SECONDCLASS)**

**UniversitiTeknologi Malaysia**

**Professional Training & Industrial Certificate Achievements**

* Personal Development Leadership Management Corporation
* Educate the mind, master my emotions and strengthen my character
* Being optimistic and confidence
* Motivation and commitments

**-** Management & Leadership Development Program

- Better understanding of Leadership, Motivation and Communication Skills

- Managing Changes and Organization Continuous Improvement

**Area Of Expertise**

* Leadership
* Standard/Luxury Retail management
* Customer Service
* Store / Boutique management
* Visual merchandising
* Human Resource / Operations
* Sales
* Loss prevention
* New Store/Outlet opening
* Inventory Control
* POS / Cashiering

- Customer Focus

- Pricing & Vendor Relationships

- Market Knowledge

- Staffing & Results Driven

- Strategic Planning

- Management Proficiency

- Client Relationships

- Verbal Communications

**Availability:**

**Immediately**

**Expected salary**

**RM 6500-can be negotiable**

**REFERENCES**

1. **Brandy Thong**

**Senior Retail & Operation Manager**

**Florsheim**

**Malaysia**

**HP : 012-2783827**

1. **Gerad Julian**

**Operation Manager**

**Canali**

**Malaysia**

**HP : 012 - 4075378**