**Khalil Baker Issa Abu Al Hawa**

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**PERSONAL STATEMENT**

I am a highly motivated store assistant manager with over 7 years of retail management experience. I enjoy a challenge and consistently achieve high standards and exceed company targets through effectively working as a team player and through strategic thinking.

Experience in all areas including customer service, merchandise coordination, stock control, management, goods in, goods out, recruitment (interviewing), training, coaching, mentoring, consulting, disciplinary and staffing issues, scheduling based on budgeted hours, shipments follow up (logistics), financial reports analyzing (P&L), retail analysis, business planning.

I am a highly strive person of self-developments in all sectors that the business needs.

**KEY SKILLS**

**Technical Skills**

o Outlook and E-mailing.

o Microsoft office programs.

o Presentations, meetings leading.

o Research’s.

**Trainings**

o Exceptional customer service.

o Performance management system.

o Effective communication.

o Fundamental of leadership.

o Time management.

o Conflict management.

o Problem solving and decision making.

o Presentation skills and public speaking.

o Advanced communication (power of influence).

o Retail analysis.

o Competency based selection (interviewing skill).

**EDUCATION**

* Diploma In Business Administration AL Quds College 2001

**EMPLOYMENT**

**Visual Merchandising Manager**

DEBENHAMAS – City Mall

2004-2006

**MIT (Manager in Training)**

Bershka – City Mall

2007-2009

**Store Manger**

**U.S Polo – Taj Mall**

2010-2012

**Mango**

**Store Manger**

2011-2013

**Achievements**

o Increase the customer’s awareness of the new category of product.

o Trainings for the team regarding the brand, products and CS.

o Monitoring and controlling the daily target to the achieve the weekly one in order to reach the season target.

o Self-developments.

o Attract new companies to make agreements of maintenance, supplies and installation.

o Driving and achieving the seasonally target.

o Prepare new trainings materials to be held for our team.

o Develop two employees to become assistant managers.

o Train two employees to become sales coordinators.

o Participate in the marketing strategies setting.

o Stock Managements by reducing the availability of bad selling items, through blocking ,techniques that communicated with the supplier. Moreover increase the availability of best-selling items, through the support order that communicated with the supplier. Therefore we reduced the leftover.

o Weekly product feedback to improve our collection season after a season. In order to make it suitable for our market needs.

o Monitor and control the weekly target through daily meetings to motivate and encourage the team. Also I create a table to follow up on the staff KPI’s.

o Best seller employee project.

o Setting the commercial (occasional) calendar in order to plan the occasions ahead of time.

o Create a new project of recruitment.

**Shopkeeper (Sales Group Leader)**

IKEA (Home Furnishing Business) – Amman /Jordan

2013 - Present

Store Build Up

Develop sales in an efficient and effective way in all media in order to attract more customers to come more often and buy more through optimizing sales priorities, commercial activities and ensuring the right forecasts for total offer.

Main responsibilities are developing and executing sales steering, selling the IKEA way, range grouping, pricing, range management and launches. This ensures an enjoyable, convenient and successful shopping and buying experience, which leads to increased sales and sustained long-term profitability.

Optimize sales in related shop and store by leading and inspiring his/her team, using knowledge of range, local market and customers. Use the IKEA tools and expertise of sales team and other colleagues to support him/her. This enables the IKEA mechanical sales system to work efficiently, and ensures the continued success of the IKEA Concept.

Actively work towards fulfilling the four tasks of the IKEA store:

* to act as a highly efficient, and staffed, sales mechanism
* to show home furnishing solutions full of inspiring home furnishing ideas
* to serve as a well-qualified home furnishing specialist
* to provide a day out for the whole family

**Personal Characteristic:**

I would describe myself as a friendly kind self-motivated and outgoing person, who finds it easy to communicate well with others with a confident manner, easy to work with and a quick learner. I am very reliable and flexible in my job and always like to learn new skills.

**Competencies**

* **Self-confidence.**
* **Initiative.**
* **Change & Adaptability.**
* **Self-development.**
* **Teamwork.**
* **Communication.**
* **Developing & motivating others.**
* **Cultural awareness.**
* **Relationship building.**
* **Strategic thinking.**
* **Decision maker.**
* **Commercial understanding.**
* **Analytical thinking.**
* **Attention to details.**
* **Planning & organizing.**
* **Driving & achieving results.**
* **Customer focus.**

**REFERENCES**

**References are available on request.**