

FIROZ KHAN

STORE MANAGER

CONTACT



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CAREER OBJECTIVE

To be part of a value driven organization, which offers challenges, continuous earning and opportunities for growth and achievement through work experience.

SKILLS

- Store Operations
- Staff Hiring
- Staff Training
- Stock management

EDUCATION

- B COM (BANGALORE UNIVERSITY)
- DIPLOMA IN COMPUTER MANAGEMENT 1996 TO 1997.
(APTECH COMPUTER EDUCATION)

PERSONAL DETAILS

- Fathers Name : Ghouse Mohiyuddin
- Date of Birth : 20/07/ 1978
- Nationality : Indian
- Languages : English, Hindi, Kannada and Tamil.
- Passport : T 5778090

EXPERIENCE

1. BUSINESS DEVELOPMENT MANAGER - AGILE GLOBAL SOLUTIONS 05 FEB 2024 TILL DATE

- Direct, manage, and develop the capacity of administrative staff to guarantee smooth business operations and the provision of accurate and timely information.
- Represent the organization on internal and external matters, including negotiations, conventions, seminars, public hearings, and forums
- Responsible for overseeing the formulation and implementation of plans, policies, and processes

2. STORE MANAGER - GIVA (INDIE JEWEL FASHIONS PVT.LTD) 07 SEP 2023 TO 15 JAN 2024

- Complete store administration and ensure compliance with policies and procedures.
- Ensure high retail standards and provide customer friendly ambience with pleasing housekeeping standards.
- Timely communication about new arrivals, promotions & offers to loyal customers
- Ensuring zero complaint from customers on daily basis
- Planning and Executing BTL activities to improve customer footfall.
- Conducting Calendar Events and Celebrating Special Occasions to delight customers.

**3. STORE MANAGER TANISHQ - JEWELLERY
DIVISION (A TATA PRODUCT) 01 NOV
2021 TO 23 AUG 2023**

- Supervising and leading the day to day operations. Supervising and Assisting the BOS in, inward and outward of products on a daily basis.
- Hygienic and customer friendly Housekeeping in the Store to provide a healthy shopping environment.
- Recruitment of new staff, solving customer complaints, Conducting weekly review of sales force to guide them in achieving sales targets.
- Implementing Sales and Marketing Campaigns
- Successfully led the Team and Increased Sales Profit from 8% to 19% YTD growth, won accolades for setting new milestones.

**4. STORE MANAGER
(JAHANPANA CLOTHING PVT. LTD)
25TH MAY 2018 TILL MARCH 2020**

- Strategic planning and leading the day to day operations.
- Setting up of Annual operation plan of Sales Team.
- Handling Multiple Stores and Assisting the Store Team on their Sales and KPIS.
- Ensure physical Inventory of all the required material and spares on daily basis.
- Outstanding abilities to work in a team environment and handle responsibilities
- Excellent presentation and communication skills.

**5. STORE MANAGER
12 AUG 2016 TO 19 APR 2018
TRENDS (RELIANCE RETAIL LIMITED)**

- Plans and leads the day to day operations drive sales, works towards achieving company set targets.
- Planning Marketing activities to increase customer footfalls to increase sales and customer base.
- Staff hiring and orientation training programs on customer service & grooming standards to
- Regularly mapping the growth or de-growth of the store through SWOT analysis.

**6. SHOP MANAGER 12 SEPT 2012 TO 8TH
APRIL 2015 (DIVISION OF BMA
INTERNATIONAL)**

- Leading the team to develop daily store operations to achieve and exceed sales targets.
- Competitors Review and keep track of new products and their pricing (Competitor Report)
- Planning and executing operation in line with company policies and SOP.
- Monthly and weekly reporting to management about competitor Activities, promotions and customer needs and requirements as per the market trend on a regular basis.

**7. DEPARTMENT MANAGER SEPTEMBER-
2011 TO JULY 2012 MAX RETAIL DIVISION
LIFESTYLE INTERNATIONAL (P) LIMITED
(LANDMARK GROUP)**

- Handling store operations
- Maintaining store as per International retail standards at all times
- Organising and maintaining all functions of the store internally and externally.
- Working towards achieving short term and long term goals of the company.
- 100% Execution of in store promotional activities.
- Analyzing customer requirements & shopping trends.

**8. FLOOR SUPERVISOR - 18TH DEC 2008 TO
25TH JUNE 2011 SPLASH (LANDMARK
GROUP KSA)**

- Ensure high standard of customer service to provide them a healthy shopping environment.
- Ensure quick response to all customer queries and requirements.
- Ability to promote better business operations thinking about long term and short term benefits.
- Ensure excellent display standards and customer services are maintained at all times.

DATE :

PLACE : BANGALORE

YOURS FAITHFULLY

FIROZ KHAN