

Mohammad Shafique

Huntington, NY

mohammadshafique47_hswv@indeedemail.com

(631) 416-1046

Authorized to work in the US for any employer

Work Experience

Sales Active Manager

Ikea of Long Island - Huntington, NY

June 2018 to Present

Drive sales & profit results by focusing efforts on the following: store and shopping environment, workload planning; managing all payroll/non-payroll expenses, directly responsible for EBIT%, Fulfillment, Bops

(Buy online, pick up in store), logistics, shortage and safety

- Fully responsible for overall Operations Management, expenses, payroll, budgets
- Oversee 82 associates - training, coaching, on-boarding, off-boarding, and personnel development
- Ensure consistent work excellence and responsiveness

Operations Manager of Winthrop University Hospital

Universal Hospital Services, Inc - Mineola, NY

October 2017 to 2018

Direct the full spectrum of the hospital's access, management, and maintenance of medical equipment in Radiation, Chemotherapy, Dialysis, Surgical Center, and Infusion for UHS - a leading medical equipment management and services company

- Control of an annual budget of \$2.3 million and direct staff of 25+ hospital and boomed technicians
- Performed payroll management, inventory management, budget forecasting, labor allocations, and Credentialing support; communicated well with hospital staff - physicians, nurses, executive management
- Served as the "Go-to-Person" for identifying, defining, and solving equipment issues to minimize downtime

Operations Manager / Unit Sales

Bob's Discount Furniture, Flagship Store - Farmingdale, NY

September 2016 to 2017

Consistently met or exceeded expectations in the management of both sales and operations for this high- volume retailer

- Performed and managed exemplary customer service/sales activities that generated new and repeat business; opened and closed daily business operations
- Recruit and develop qualified executive and associate talent by creating and supporting a culture that values retention, career development and succession planning
- Lead the store executive team in planning, implementing, monitoring, and managing the store shortage prevention and safety awareness programs

➤ Solid understanding of OSHA standards and regulations, knowledge of current occupational safety techniques and guidelines, trained to respond to reports of safety issues in the workplace

Operations Manager

Lowe's Stores - Farmingdale, NY
September 2006 to April 2016

Effort, achievement, and recognition characterized the career at this leading retailer with receipt of the company's "Operations Award" for "Best Operations Performance"

- Instrumental in growing this major retailer's annual sales volume from \$62 million to \$69 at this location by successfully orchestrating every facet of store operations, customer service, 170 personnel, recruitment, training, succession planning, turnover reduction, and merchandising
- Created and implemented innovations to new and existing sales/marketing strategies and employee development that have served as "blueprints" for continual improvements in shrink reduction and overall profitability
- Increased Lowe's Credit card business by 165% and subsequently grew higher-ticket sales
- Improved the special order and installation business by coordinating sales, inventories, and work crews with exceptional time management skills; led by example and motivated employees through incentive programs which increased their productivity and sales results

Customer Service Manager

Sears - East Northport, NY
2004 to 2006

Achieved a gross profit margin of 24% on budget of 18% by improving customer service scores to #4 in the region and thereby driving sales; instituted the concept of "World Class Customer Service"

- Successfully managed cross-functional team through several system modifications and improved work practices by emphasizing efficiency and overall improvement without additional staff by continuously re- evaluating processes

Customer Service Manager

Bed Bath & Beyond - Plainview, NY
2002 to 2004

Direct all customer service/ client relations, merchandising, plan-o-grams, resets, and redesigns

- Collaborate with the District Staffing Group to maximize sales opportunities, optimize schedules, create and ensure high volume day staffing supporting the needs of the business and control selling cost
- Direct total store maintenance; create a safe and clean environment for both customers and associates, and ensure selling materials are adequately maintained

Education

Associates Degree

John Jay College - New York, NY

Skills

- Computer Skills: Highly proficient in PC & Mac. Microsoft Office Suite

- Word, Advanced Excel formulas & spreadsheets, PowerPoint presentations
- Microsoft Word
- Microsoft Excel.
- Salesforce
- Salesforce Marketing Cloud
- Kronos
- CRM Software
- Talent Acquisition
- Troubleshooting
- Training & Development
- Project Management
- Profit & Loss
- Budgeting
- Budget Management
- Business Development
- Talent Management
- Performance Management
- Change Management
- Succession Planning
- Merchandising
- Human Resources