



MUHAMMED NOWFAL

CAREER SUMMARY

Highly motivated and results-driven professional with over 5 years of experience across operations management, business development and customer service. Proven track record in overseeing inventory management, sales execution and team leadership in fast-paced retail and business environments. Skilled in maintaining stock accuracy, ensuring customer satisfaction and fostering long-term client relationships. Adept at driving sales, streamlining operations and optimizing resources for maximum efficiency. Seeking a challenging role to leverage expertise in operations, customer service and business development to contribute to the growth and success of the organization.

PERSONAL DETAILS

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+91 8907743803
Email ID : noufal9083@gmail.com

Address : Dubai Al-Nahda
Nationality : Indian
D.O.B : 13/04/1995
Gender : Male
Marital Status : Married
Passport No : P5014287

ACADEMIC CREDENTIALS

2013-2016 B.Com
Calicut University

2011-2013 Higher Secondary Education
Board of Higher Secondary
Examination, Kerala, India

2011 SSLC
Board of Kerala Public
Examination, Kerala, India

EXPERIENCE

SHOP INCHARGE | 2023 to Present

AL TWAR TEA JUNCTION RESTAURANT AND CAFE

- Track and maintain accurate records of employee attendance and leaves, ensuring compliance with company policies and labor regulations.
- Allocate and delegate responsibilities effectively across the team, ensuring all tasks are completed in a timely manner to meet operational goals.
- Prepare detailed plans for the purchase of equipment, services, and supplies, ensuring cost-efficiency and timely availability of necessary resources.
- Review, compare, and analyze potential vendors and products, ensuring that only high-quality goods and services are selected for purchase.
- Identify and resolve work-related issues by collaborating with team members, improving workflow efficiency, and maintaining a productive work environment.
- Assist with payroll processing and administrative tasks related to human resource management, ensuring accurate and timely compensation for all employees.

STORE KEEPER | 2021 to 2023

LULU HYPER MARKET, DUBAI

- Oversee the receiving, storage, and distribution of goods, ensuring efficient stock management and accurate inventory tracking.
- Ensure the store is kept clean, well-organized, and fully stocked, providing a smooth shopping experience for customers.
- Monitor sales trends and manage restocking procedures, ensuring optimal stock levels to meet customer demand.
- Perform regular stock checks, update records, and reconcile physical stock with inventory management systems.
- Ensure adherence to stock control protocols, minimizing waste, loss, or damage of goods during storage or handling.
- Coordinate with internal teams to streamline inventory management processes and support overall store operations.

OPERATIONS EXECUTIVE | 1 year

KRGS ENTERPRISE, ERNAKULAM

- Oversee physical stock management, ensuring accurate tracking and timely replenishment of inventory.
- Supervise the outbound movement of products from the hub, ensuring proper handling and timely dispatch.
- Create and maintain an efficient system for recording and reporting inventory levels, movements, and operational performance.
- Ensure correct allocation of resources and maintain adherence to delivery schedules to meet operational demands.
- Oversee product receipts and coordinate delivery to maintain seamless operations and customer satisfaction.
- Implement measures to avoid quality control issues and optimize warehouse capacity for maximum operational efficiency.

BUSINESS DEVELOPMENT EXECUTIVE | 1.5 year

PROMISE MARKETING, PATTAMBI

- Drive sales performance by executing strategic sales plans to meet and exceed targets.
- Proactively follow up on new business leads and opportunities, fostering relationships with potential clients.
- Work closely with the marketing team to create and present promotional materials to drive product awareness and customer engagement.

PROFESSIONAL QUALIFICATION

- Advanced Diploma in Logistics and Retail Management (CCEK, IPT & GPT College Shoranur)

ACHIEVEMENTS

- MS Office–MS Excel Global Certificate Holder

COMPUTER SKILLS

- SAP
- ERP
- MS Office (Word, Excel, PowerPoint)

LANGUAGES KNOWN

- English
- Hindi
- Malayalam
- Arabic
- Tamil

- Build and maintain strong relationships with clients, ensuring customer satisfaction and long-term business partnerships.
- Analyze market trends and competitor activities to identify opportunities for business growth and product positioning.

SALES EXECUTIVE CUM TEAM LEADER | 2 year

MORE SUPER MARKET, PATTAMBI

- Cultivate strong relationships with new and existing customers, ensuring long-term loyalty and repeat business.
- Address customer inquiries, complaints and feedback in a professional manner, ensuring customer satisfaction and resolution of issues.
- Provide leadership and guidance to team members, fostering a positive work environment and achieving sales targets.
- Manage point-of-sale transactions accurately and efficiently, ensuring smooth customer checkout experiences.
- Consistently offer professional, friendly and engaging customer service to enhance the overall shopping experience.

KEY SKILLS

- | | | |
|----------------------|---------------------|----------------------------|
| ❖ Quality Control | ❖ Stock Control | ❖ Inventory Management |
| ❖ Payroll Processing | ❖ Order Fulfillment | ❖ Procurement & Purchasing |
| ❖ Product Cataloging | ❖ Product Sourcing | ❖ Vendor Management |
| ❖ Sales Reporting | ❖ Store Operations | ❖ Warehouse Management |

DECLARATION

Hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of the belief and knowledge.

MUHAMMED NOWFAL