

W A E L H A Y D A R

Retail Manager

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Dedicated Retail Manager with 10+ years of experience in retail environments (frozen, dairy, grocery food, non-food, and fresh departments). Recognized for my ability to communicate with customers, provide exceptional service, and upsell products. Seeking retail management position with opportunities for advancement into a higher position.

EDUCATION

Technical School of Choueifat (2008–2010)
BT3 Accounting & Informatics

WORK EXPERIENCE

La Carne Boutique (by Danat Al Alam), Riyadh, SA

International buyer grocery - store manager, February 2022 – July 2022

- Import
 - Supplier communication and negotiation.
 - Product registration in SFDA and regulations experience.
 - Clearance and shipping with local and foreign companies.
 - Pricing and labeling.

Tamimi Markets, Riyadh, SA

Fresh Food Manager - Assistant store manager - Express store manager, February 2019 – February 2022

- Excellent Customer Service
 - involved in departments to provide excellent customer service
 - educate and train the department partners as an when required for customer service training
 - Department staff to always smile with customers, make eye contact and greet with offers and thank them
 - Partner hygiene, as per our company sop
 - randomly visiting the department and checking with department staff for any issues or concerns in department.

- Merchandising
 - Product varieties availability
 - Promo items availability
 - Receiving of products with high quality and maintaining display with Freshness rotation as per company sop
 - Talking with supplier and pushing them to deliver what you need in store as per movement.
 - Distress control and identify the loop holes
 - Inventory results full responsibility
 - check randomly invoice
 - SIDT
 - Distress
 - Delivery Product, quality, quantity and variety
 - maintain daily Freshness rotation with quality and variety of products for customers choice
 - responsible for inventory numbers
 - Maintain display standard
 - Maintain cleanliness and hygiene environment in department to feel and look always fresh.

The Sultan Center, Beirut, LB

Department manager, March 2016–July 2017

AC Holding (SAMSUNG Lebanon), Beirut, LB

Retail Vendors Officer - After sales

- Customer Care Agent - Retail vendors specific
 - Receive and enter items need repair DATA to SAMSUNG systems
 - check warranty validity according to provided documents
 - answer every service-related inquiry
 - contact dealers for any issue related to their and/or their customers repairs
 - invoicing
 - report to AV and IT manager
- Repair Center Purchased Stock Control
 - request stock to fix units with delayed parts as requested
 - record all items received and follow-up until finished
 - return back finished units
- Pickup and Delivery
 - send a driver daily to pick repairs from dealers' locations
 - schedule drivers' pickups

KEY SKILLS

- | | |
|--------------------------------|----------------------------------|
| • Expert organizational skills | • Upselling |
| • POS | • Excellent interpersonal skills |
| • DATA analysis | • Conflict resolution |
| | • Time management |