

# W A E L H A Y D A R

Retail Manager

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Choueifat, Lebanon



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

### **Hibou Mart, Beirut, Lebanon**

*Branch manager, Sep 2022 – current*

- Store In-charge
- Ordering, transfers, stock maintenance.
- Receiving, scanning, inventory control, costing.
- Expiry, supplier returns.

### **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**

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