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Telephone:  
Location:Lahore, Pakistan

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## Headline:

### Floor Manager

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## Summary:

A specialist retail sales and operations , Talent & Development Manager with Retail Operations, FMCG, and Customer Service & Training expertise gained in B2C & B2B.

### KEY SKILL AND ACHIEVEMENTS

People Management: Strong people management skills gained from significant front line retail sales to operations management. Clear evidence of aptitude for effective cross functional and team working and good influencing capability.

Commercial Acumen: Demonstrated P&L accountability, results delivery and commercial awareness in the general management. Successful development of highly effective learning and development strategies aligned to commercial business needs.

Technical Expertise: Excellent understanding of retail sales, operations, FMCG, and customer service strategy and tactics. Strong capability in design and delivery of technical skills solutions, coaching and mentoring. Project Management skills gained at variety of fields and levels with mass projects always running to time and within budget.

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## Industry:

Retail

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## Positions:

### **Floor Manager Non Food.FreshFood&Support, METRO-Habib Cash & Carry Pakistan (Pvt) Limited, 8/2006**

Plans and implement innovations and promotional activities to improve Food/N.Food sales.

Monitor competitors price and keep up-to-date with their promotional activities and latest product lines which would affect the departments sales.

Reviews Daily Sales Tracking Report and Monthly Sales Report.

Ensures quality customer service by attending to complaints, inquiries and suggestions.

Solicit wholesalers.

Check the adequacy of the inventory to ordering to ensure that the standard level is available to meet projected sales and to avoid over/under stock.

Coordinate closely with the buying department and suppliers to ensure timely deliveries, proper pricing, adequate stocks and availability of the latest product lines. Also to recommend addition to the article assortment.

Regularly monitor and ensures that problem stocks (over/under stock/ inventory discrepancy) are acted upon.

Minimize shrinkage by recommending phase-out, mark-downs and special sales.

Check, monitor, and review of Daily Stock Corrections.

Checks and approves goods return to the suppliers and credit notes.  
Oversees the conduct of the department cyclic and annual stock takes and resolve any discrepancy in data gathered.  
Formulates guidelines, policies and procedures that would ensure adherence to set standards.  
Check the Goods Receiving Planning List to anticipate volume of deliveries and plans for the receipt of these deliveries in the selling area.  
Monitor closely and controls the inflow and outflow of merchandise to ensure that cost and shrinkage is within or lower than the acceptable level.  
Reviews and checks the tickets/ rail cards/signage of merchandise of all the articles.  
FIFO,Expiries Checks on Regular bases.

**Assistant Manager Operations, Western Union Money Transfer, 7/2005 to 7/2006**

My major job responsibilities included to look after Home delivery service in Pakistan.  
Systematic and timely examination of Western union home delivery service transaction on a regular basis to ensure accuracy, authenticity, compliance with procedures and guidelines, deliver to the actual customer.  
Making sure no violatation of the instructions or policy of home delivery service. Bringing to light any discrepancies in various customer accounts. Making sure that proper cash delivered to customers.  
Detect and arrest any leakage of income. Making sure adequate steps are being taken to prevent any future fraud. Reporting to senior levels of management for appropriate action and remedial measures.  
Monthly Budgeting & Monitoring

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**Current Positions:**

**Floor Manager Non Food.FreshFood&Support, METRO-Habib Cash & Carry Pakistan (Pvt) Limited**

Plans and implement innovations and promotional activities to improve Food/N.Food sales.  
Monitor competitors price and keep up-to-date with their promotional activities and latest product lines which would affect the departments sales.  
Reviews Daily Sales Tracking Report and Monthly Sales Report.  
Ensures quality customer service by attending to complaints, inquiries and suggestions.  
Solicit wholesalers.  
Check the adequacy of the inventory to ordering to ensure that the standard level is available to meet projected sales and to avoid over/under stock.  
Coordinate closely with the buying department and suppliers to ensure timely deliveries, proper pricing, adequate stocks and availability of the latest product lines. Also to recommend addition to the article assortment.  
Regularly monitor and ensures that problem stocks (over/under stock/ inventory discrepancy) are acted upon.  
Minimize shrinkage by recommending phase-out, mark-downs and special sales.  
Check, monitor, and review of Daily Stock Corrections.  
Checks and approves goods return to the suppliers and credit notes.  
Oversees the conduct of the department cyclic and annual stock takes and resolve any discrepancy in data gathered.  
Formulates guidelines, policies and procedures that would ensure adherence to set standards.  
Check the Goods Receiving Planning List to anticipate volume of deliveries and plans for the receipt of these deliveries in the selling area.  
Monitor closely and controls the inflow and outflow of merchandise to ensure that cost and shrinkage is within or lower than the acceptable level.  
Reviews and checks the tickets/ rail cards/signage of merchandise of all the articles.  
FIFO,Expiries Checks on Regular bases.

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**Last Positions:**

**Assistant Manager Operations, Western Union Money Transfer**

My major job responsibilities included to look after Home delivery service in Pakistan. Systematic and timely examination of Western union home delivery service transaction on a regular basis to ensure accuracy, authenticity, compliance with procedures and guidelines, deliver to the actual customer. Making sure no violation of the instructions or policy of home delivery service. Bringing to light any discrepancies in various customer accounts. Making sure that proper cash delivered to customers. Detect and arrest any leakage of income. Making sure adequate steps are being taken to prevent any future fraud. Reporting to senior levels of management for appropriate action and remedial measures. Monthly Budgeting & Monitoring

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**Skills:**

- Inventory Management,
  - Project Management,
  - Customer Service,
  - Visual Merchandising,
  - People Development,
  - Team Management,
  - Store Management,
  - Store Fixtures,
  - Store Operations,
  - New Store Openings,
  - Workshops,
  - Retail,
  - Merchandising,
  - Inventory Control,
  - Profit,
  - Operations Management,
  - Budgets,
  - Analytical Skills,
  - Business Planning,
  - Sales,
  - Pricing,
  - Analysis,
  - Project Planning,
  - Teamwork,
  - Team Leadership,
  - Management,
  - Team Building,
  - Time Management,
  - Budgeting,
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**Languages:**

**English**

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**Honors & Awards:**

Best Department Manager,  
Best Department Manager,

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### Education:

2004 Masters, Business Administration, University of Management & Technology (UMT) Lahore, Start Date  
2002 End Date 2004

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### Volunteer:

Internee,Prix Pharmaceuticals,

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### Picture Urls:

[https://media.licdn.com/dms/image/C4D00AQEstHJJUFT\\_A/profile-originalphoto-shrink\\_450\\_600/0?e=1540227600&v=beta&t=SNVx3nI5wJy\\_XZSnD\\_ZRo\\_dQk9F4\\_heWpnbB9VFgnKw](https://media.licdn.com/dms/image/C4D00AQEstHJJUFT_A/profile-originalphoto-shrink_450_600/0?e=1540227600&v=beta&t=SNVx3nI5wJy_XZSnD_ZRo_dQk9F4_heWpnbB9VFgnKw)

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### Public Profile Url:

<http://www.linkedin.com/in/jawad-hussain-227b6815>

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### Num Recommenders:

4

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### Recommendations Received:

4