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## Curriculum Vitae

### Skills Profile:

- Set objectives and preparing annual targets.
- Good experience in ordering, pricing and re-supply the new items.
- Monitor the entire stock situation including transfers between shops.
- Experienced in writing and delivering presentations for executive meetings
- Involving in the shop staff selection and the KPIs of managing.
- Monitor the sale period, stock age, and choose the items must be on sale and report to the manager.
- Proficient in MS Office, Outlook, Adobe Photoshop, Microsoft publisher

### Work Experience:

**November 2016 – till date** self employed at Malwa Tools Center (family proprietorship) M.P. India

**Dealing in Power tools and power tool accessories, cutting machines, electrical equipments.**

### Job Responsibilities

- Handling marketing and trading department of the store
- Dealing with wholesalers and retailers
- Purchasing and negotiating with buyers and SME's
- Stock inventory and monthly P&L

## ZARA & PULL&BEAR

**November 2013 – Nov 2016** as an Assistant Store Manager for ZARA & Store Manager for Pull & Bear franchised by Azadea Group Bahrain.

### Job Responsibilities:

- *Shipment & Stockroom – Plan shipment schedule, Productivity planning and implementation, monitor stock organization, monitor blocked items and rotation, monitor stockroom well organized according to guidelines*

- *Customer Service & Floor control – Lead by example and teach 6 minimum steps, motivate team & ensure team achieves 6 minimums, Handling customer complaints & difficult situations with customers, Identify areas of concern and improvements related to customer service MSR action plan*
- Ordering & Sales – Analyzing sales related reports, knowledge of shop performance reports, knowledge of sales data of the store subfamilies / stock level & rotation, knowledge of competitors (product, pricing, merchandising, customer profile), collection suitability for the market & store, communication with suppliers and BMs, commercial decisions, place strategy to achieve & improve sales comparing LFL
- Coordination – Understanding of model, style, color, fabric, price range season trend, communication with merchandiser & BM for advices & proposals, Check TGT daily and pass on updates to coordinators & team, sales analysis (rankings, collections, subfamily reports) with coordinators and shop manager, check floor plan is commercial and consistent before delivery of the shipment
- Management Skills – Check & monitor team and cashiers performances, handle exchange & refund cases, delegate tasks and follow up, Plan & control budgeted hrs. control working hrs. Vs sales as per BI reports
- Inventory – Prepare zoning map, stockroom, staff schedule, materials (PDA, SPT etc.), knowledge on analyzing the inventory results, prepare action plan to reduce shrinkage and loss
- People Management – open communication, decision making, monitor vacation planner, attendance control, and control hrs. & sales productivity, team trainings, evaluation of team, report progress and potential staff to shop manager for succession planning, motivating team, effective conversation with the team and shop manager
- Planning & Organizing – control women section, mentor manager for the mentoring team in the shop, lead and develop potential candidates
  - Responsible for outlining a comprehensive recruiting and training program for to store and assistant store managers to follow
  - Monitor P&L reports for each store and develop effective ways to fill in any gaps between actual performance and company projections
  - Prioritize store performance issues to make certain that the issues most directly affecting profitability are addressed first
  - Immediately address any lapses in compliance with corporate policies or local, country and labour laws
  - Act as a coach to the store managers and as a resource to each store employee to help inspire the success of each store

### **Achievements:**

- Successfully completed MDP training course in January 2015.
- Successfully completed RMDP training course in 2014.
- Attended training on Loss & Prevention, Customer service, P&L.



**November 2011 – October 2013** as an Assistant Store Manager for Bath & Body Works franchised by Alshaya Trading Company WLL. Bahrain.

### **Job Responsibilities:**

- *Ensuring communication is effectively done throughout the store and back to the brand team.*
- *To implement and review all stock loss prevention controls. Implement according process specific to store product/ size/ location.*
- *Managing a team including, in store training, recruitment, motivation, coaching, development, disciplinary & performance appraisals.*
- *Identifying individual training needs.*
- *Implementing store layout, visual merchandising, stock & fixture positioning according to brand guidelines. Managing stock availability, product launches & promotions.*
- *Ensure store is fully compliant administratively & procedurally according to company guidelines & deadlines.*
- *Maximize sales & ensure customer focus is prioritized at all times.*
- *Weekly /daily analysis of commercial reports & implementation of action plans where necessary.*
- *Manage manpower planning according to needs of business (considering productivity).*
- *Deputize in the absence of the Store Manager.*

## **Spring**

**Feb 09 – August 2011** as Store in Charge for Spring Footwear & Accessories brand of Aldo Group International, under Bahrain Apparel Trading W.L.L. position located at Bahrain City Center.

### **Job Responsibilities:**

- *Handling store, stock and staff.*
- *Leading and motivating the sales team.*
- *Assuring customer service as number one priority among the sales team.*
- *Maintaining the Visual Presentation as per Aldo Group Canada.*
- *Handling daily operational activities.*
- *Reporting to Retail Area Manager / Brand Manager & the Operations Manager.*
- *Ensuring growth of the store and staff.*
- *Provide training to new staff as per Aldo Group Canada.*



Extending Your Enterprise

**Jan 08 – Jan 09** as Senior Customer Service Associate for WNS Global Services Vikhroli (west), Mumbai. (US Process BPO)

**Job Responsibilities:**

- Handling Customer Service inbound calls from Representatives of Avon Cosmetics one of the largest cosmetics giant in the world.
- Handling Billing Enquiries.
- Ensuring a 100% customer satisfaction on each call.
- Taking orders over the phone for Avon Representatives.
- Mentoring new team members.
- Giving process knowledge to new team members.



**Jun 05 – Dec 07** at Convergys India Ltd. Thane (W). Mumbai. (Optus Mobile – Australian Inbound process).

**Job Responsibilities:**

1 year six months as Customer Service Representative and 1 year as SME (Subject Matter Expert).

- Handling customer service calls from customers using Optus prepaid and postpaid mobile.
- Handling billing enquires.
- Activating GPRS by sending SMS and/or Manual Set up for some phone models.
- Activating Roaming Service.
- Activating / Registering new Sims service or Disconnecting / Cancellation of Sims service.
- Upgrading tariff plans.
- Solving technical difficulties of mobile phones for Optus users.
- Giving Process Knowledge to new team members
- Mentoring new team members and rating their call quality



**Oct 02 – May 05** as Customer Service Associate for Emirates Petroleum Products Company LLC. (Eppco) Zabeel Road, P.O.Box – 5589, Dubai, U.A.E.

**Job Responsibilities:**

- Working at the convineo stores in shifts at gas station.

- *Maintaining Housekeeping, Merchandising, Cashiering, and ensuring sales.*
- *Handling customers to ensure customer service is been delivered as per the company standards.*
- *Reporting to the store in charge.*
- *Worked at the forecourt area as Filler filling gas, refilling engine oils and radiator water.*

**Personal Details:**

<b>Permanent Address:</b>	House 225, Bohra Lane, Junasath Mohalla, Manasa, Neemuch. 458110. MP.
<b>Present Address:</b>	<b>Marol, Andheri East, Mumbai 400059</b>

Date of Birth: 5<sup>th</sup> July 1979

Place of Birth: Mumbai

Marital Status: Divorced

Nationality: Indian

Mother Tongue: Gujrati

**Educational Qualifications:**

Passed SSC in the year 1995 from Mumbai Board.

Passed HSC in the year 1997 from Mumbai Board.

**Additional Qualifications:**

Completed academic course of Hotel Management (Silver Service) from Savoy Catering Institute Andheri (West).

**Computer Skills:**

*Basics:* DOS, Microsoft Word/Excel/Power Point, and FoxPro from Aptech Computer Institute. Andheri (west)

*Working Knowledge:* Microsoft Outlook Express, SAP Oracle, Apple IOS, Internet

**Languages Known:**

<b>Read</b>	<b>Write</b>	<b>Speak</b>
English	English	English
Hindi	Hindi	Hindi
Marathi	Marathi	Marathi
Gujrati	Gujrati	Gujrati
Arabic	Arabic	Arabic
		Tajik
Russian	Russian	

**Hobbies:**

Riding racer bikes / Driving sports cars, Listening Music, Swimming.

**Motto:**

“Excellence is not a skill, it’s my Attitude”.

**Bakir Manasawala**