

Mahmoud Hamed

Retail Operations Manager

CONTACT INFORMATION

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OBJECTIVE

I've worked in the Retail sector, fashions and Home furnitures Operations management for 16 years in Saudi Arabia market, Im a hard worker who enjoys working in a group. I am a self-motivated individual with the ability to motivate, train, encourage, and develop others.

I am leading multi-site store teams to meet their targets, enhance stores operations, being responsible for all store and employees development including performance management, coaching and identifying development, and b accountable for visual merchandising in assigned stores. I am also actively contributing to the development of business initiatives including new stores.

EXPERIENCE

Riyadh

Dec 2016 - Present

Retail Operations Manager

Al Tayer Group

Developing strong market knowledge of existing and potential clients and ensuring business growth opportunities aligned to companys strategic plans
Providing in-depth analysis of markets, industry trends, competitors and clients to improve strategic planning and decision-making
Pipelining sales based on market research, network management and client references; planning and preparing approaches, pitches and proposals, participating in pricing and work order negotiations
Closing opportunity and strengthening relationship with strategic account by leveraging key account management skills
Designing and executing go-to-market strategy for new product offering for entry into new markets and enhancing product and service offerings
Establishing partnership strategy for key International markets, including types of partners to pursue, general structure of agreements, and the programs needed to drive success
Adhering & implementing the company policies and procedures
Ensuring that the predefined Health & Safety standards of Company are adhered to at all times
Minimizing stock loss through the management, implementation and adherence of policies and procedures
Analyzing the stock available to ensure sales opportunities are maximized
Preparing and implementing stock takes in store in liaison with the Operations Team
Monitoring reports in order to analyze the current performance trends, to identify commercial opportunities and ensuring Buying/Planning are aware of stock related feedback
Identifying commercial opportunities and making recommendations to meet and exceed sales targets
Promoting excellent customer service by resolving customer complaints effectively and promptly
Evaluating market trends and competitor activity and providing feedback/recommendations to the organization
Mentoring team to enhance performance and produce quality work, and guiding them for higher role.

Riyadh

Feb 2011 - Dec 2016

Cluster Manager

Alshaya Group

- _ Drive highest possible standars of merchandising and layout within divisional guidelines .
- _ Monitor and review layouts to ensure best and worst selling lines are correctly positioned
- _ Achieve company sales targets
- _ Ensure store reflects highest possible standars of housekeeping and recovery
- _ maintain overall control of stock replenishment to ensure levels are appropriate for the store
- _ Actively seeks and exploit any additional opportunities to promote sales
- _ set and monitor store objectives
- _ Drive sales floor presentation and housekeeping/recovery principles to the highest standard by regular walk through and corrective action / coaching
- _ ensure store keeps expenditure levels to the minimum possible and achieve its cost targets ,and actively seek and implement any additional opportunities to reduce store expenditure
- _ insure brand / layout guidelines are being correctly followed to deliver brand values and ensure corporate

Dec 2013-Nov 2016
'handwriting ' is evident in presentation, ensure up to date 'look' to window displays in conjunction with visual merchandising team
_initiate and drive highest possible standars of in store visual impact

Amman

Apr 2006 - Dec 2010

Store Manager

Landmark Group

set up the plans to achieve the business plan of showroom
_Handing all the project of the Design in saudia Arabia
Train the staff on the standars of the service to increase the sales in the brand
ANalyzing and studying the market through the government plans & competitors achievements
Responsible of the public relation with the clients & designer through the events & Exhibitions
communication throughout store and back to the brand team
implement and review all stock loss prevention controls
Director design specialist and trainer for designer
Train new staff in cashier and coms system
lead and motivate the team to achieve company target

EDUCATION

Amman

Apr 2007 - Sep 2008

Diploma

Pioneer College- Travel & Tourism

- Presented 'CCSF Award'. - Deane's List 2014. - Soccer Team Captain

LANGUAGES

English

Advanced

Arabic

Native

SKILLS

Customer assistance
Process Improvements

Process Improvement
Coaching & Development