



# Shah I Hussain

20+ wholesale & retail experience.

Available to work between Monday & Friday.

📍 London, UK

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## Links

[LinkedIn](#)

## Languages

English (Native)

## About

I am highly organised and experienced in food wholesale and retail duties who is self-directed professional with comprehensive accomplishments leading high customer satisfaction, productivity, and cross-functional teamwork to achieve success and achieve targets.

I am flexible in my working style, being able to adapt and rise to the challenges faced and I enjoy working autonomously in the absence of a supervisor or management.

Possessing plenty of practical experience and up-to-date knowledge of retail and wholesale administration and processes. Working in a number of areas of the warehouse, so no two days are the same.

My strong point will be my keenness to learn new skills and go further from experience.

- Stock replenishment.
- Stock control.
- Shelf tickets and promotional posters and designing in-house posters.
- Temperature and safety checks.
- Checkout supervisor and team coordination.
- Reception / Customer Service.
- Picking delivery orders and click & collect orders.
- Produce department replenishing, stock control, reductions, hygiene, temp check, merchandising.

### AVAILABILITY

- Monday to Friday
- Currently working at Booker Wholesale on weekends with occasional overtime on request.

### BRANDS WORKED WITH



## Experience



### ● Operations Team Member

Gopuff | Nov 2023 - Now

- Pick and pack items for dispatch to customers
- Receive product from vendors, ensure physical count matches
- Inventory management and processing returns & exchanges
- Clean and organize warehouse
- Manage waste and spoilage



### ● E-Bike courier

Gopuff | Oct 2021 - Jul 2023

Working on booked slots I am a e-bike courier delivering groceries to customers from a centralised warehouse within a timed target. I would also assist in the daily operations of the warehouse during quiet periods



### ● Store Assistant PT

getir | Apr 2021 - Oct 2021

- Opening and closing the store.
- Preparing customers' custom-ordered shopping baskets.
- Taking deliveries, stock control, waste reduction.
- Replenishing products within the store.
- Receive and handle deliveries into the store from suppliers.

## ● Brand Merchandiser

Roamler UK | Oct 2020 - Oct 2021

Freelance Brand Agent / Retail Auditor / Brand Merchandiser.

Working on my freetime when contracts are available I would Travel the City to retail locations from Tesco superstores to local retailers performing in-store checks, merchandising tasks for the most important brand clients.

These tasks vary and require high standard performance in a timely and professional manner.

- Perform Audits in supermarkets, bars, restaurants, cinemas, petrol stations.
- Check specific products or services.
- Merchandising and updating Stock and SEL.
- Promoting product launches in retail locations.
- Installing promotional stands and advertisements in store.
- Surveying customer experiences.
- Surveying in-store shelves and planning product allocation for merchandising.
- Ordering new products to fill low stock levels.
- Assisting in franchise store openings.
- Relaying feedbacks from customers and management to brands for product improvements.

## ● Ecommerce Specialist (Self-Trained Hobby)

eeless.com | Sep 2015 - Dec 2020

Note: This is a hobby which I have been doing every evening at home.

For 5+ years I have created and managed several websites from scratch and the my latest website I have committed to is an eCommerce Shopify website eeless.com.

Working from my home bedroom office I have Created and customised the website's Theme, homepage graphics, menu, features and products.

Responsibilities

- Importing and Publishing Products and Contents from Designer Vendors.
- Categorising and tagging products.
- Update website creatives promotional messages.
- Setup promotions end-to-end testing to ensure website performs after every updates and changes.
- Promoting key products to social media such as Instagram, Twitter and facebook to drive traffic and sales.
- Creating Logos and homepage Graphics using photoshop or Affinity Photo
- Editing html and CSS to add my own customisation and improvements the the website.
- Spotting bugs and finding ways to correct errors.
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## ● Branch Assistant

Booker Wholesale Foods Ltd. | Oct 2002 - Now

Working as part of a team in a dynamic, fast paced environment where no two days are the same working in a flexible role learning and covering most roles from stock replenishment to customer service.

Responsible for serving retail and catering business customers who need to be back in their own business as quickly as possible having found what they need,

## ● Part 2 - CHECKOUT AND TEAM SUPERVISOR (15+ years)

Booker Wholesale Foods Ltd. | Oct 2002 - Now

- I would motivated, coordinate and train colleagues on customer service and checkouts while also plan breaks and covers and ensuring the checkout flow runs smoothly and quickly from monitoring queues, opening enough tills, assisting with queries.
- I would support and coach team members to achieve targets and

customer satisfaction.

- While supervising the checkout I would consistently monitor the car-park and call on staff clear trolleys and rubbish when needed.
- During quiet moments in the checkout area, I would take this chance to top up printers, clean any rubbish, assist with any admin paper work such as refund notes, credit card payment checks etc.
- Have a can-do personality to engage with customers of all shapes with an approachable attitude.

### ● **Part 3 - RECEPTION & CUSTOMER SERVICE (10+ years)**

Booker Wholesale Foods Ltd. | Oct 2002 - Now

- Assist with general admin duties, including answering phones, copying and scanning documents, filing, responding to emails and performing additional administrative duties as required.
- Welcoming and signing in business customers.
- Registering and activating new business members.
- Processing refunds and issuing vouchers.
- Designing simple quick B&W A2 posters via Citrix .
- Answering inbound phone call enquiries and diverting to relevant department in a professional manner.
- Keeping the entrance clean and ensure coffee station and promotional materials are topped up.
- Booking delivery drop of slots via phone to diary.
- Signing in visitors and guests.

### ● **Part 4 - ONLINE ORDER PICKER ( 2 Year F/T Daytime )**

Booker Wholesale Foods Ltd. | Oct 2002 - Now

- Picking delivery and collection orders for high street retail and catering businesses.
- At the start of the day, I would evaluate the number orders on screen and plan a picking schedule, I would begin by collecting short stock and fast selling products together from all orders to keep for later to guarantee the products are available such as breads, fruit & veg and promotions.
- Using a picking list or a handheld computer gun I would pick items to a roll container or pallet on floor while ensuring every products picked are long dated, fresh and undamaged while aiming for a 100% pick rate, before handing over to delivery drivers.
- I have consistently achieved a 95%-100% pick rate and with high feedback score from business customers.
- When stock is not available for picking I would be chase missing stock by contacting the buyer to check or order next delivery of the missing products ready before delivery.
- If products are not available I would contact business customers directly of availability issues and suggesting if alternative sourcing possible or deliver when stock is available which has helped keep my satisfaction score high.
- At the end-of day I would check the performance report.
- In some cases I would go out with the delivery driver to assist with large orders. assisting with loading to the van by hand and unloading to business customers.

### ● **Part 5 - PRODUCE & CHILLED FOOD REPLENISHMENT AND MERCHANDISING**

Booker Wholesale Foods Ltd. | Oct 2002 - Now

- Being in charge and responsible for the department to myself.
- Checking the accuracy of goods received and report missing products from deliveries and contact supply chain in regards to damaged products for recall or return.
- Replenish and rotate fresh fruits and vegetables to a high standard.
- Ensure all products for sale are fresh and safe to eat by regularly inspecting dates and quality
- Reducing short dates and removing spoilages hygienically.
- Help customers with their need, advice customers on products and promotions including handing out samples to encourage sale of new lines.
- On-the-spot and scheduled cleaning to a 5 star hygiene standard.
- Carrying out daily logbook checks on temperature, hygiene swab tests, safety and wastage records.
- Ordering and updating SEL, producing simple sale posters and shelf Labels.

- Daily stock checks on key lines to ensure accurate stock management.
- Listened and reacting to customer feedbacks and habits to improve shelf layouts and forward buy more products and order new lines to meet customer's catering needs.

## ● Part 5 - Shelf Inspector, First Aider + Hobbies

Booker Wholesale Foods Ltd. | Oct 2002 - Now

With my large product knowledge and customer behaviour I would independently check dates on key departments and products checking for out of dates, rotation and food quality. Followed by reducing short-dates and I would inform my line managers if possible to arrange a flash sales on slow selling overstocked lines.

As products may become damaged either by customer, colleagues or any accidents, products will be handed to an area where damages and out-of-dates (non-fresh) are stored.

I would organise and repackage resellable damages and reduce products and place the products on the reduction section. I would also record out-of-dates for KPI and prepare some products for recycling which can also be collected by farmers ( who are also local customers ) for re-use on fields, composting or feeding livestock.

### INTEREST & HOBBIES

- Work at home. Create and run every aspect of my own dropship e-commerce website from layout & graphic design, stock control, managing sales, negotiating with suppliers and adding products to the website, creating sales and promotions, posting events and features on social media.

- I Like traveling and exploring London, visiting exhibition events in London such as tech, gaming, motor and food show.

- I Like to visit different day restaurants in London exploring different varieties of foods the city has to offer

## Education & Training

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1999 - 2002 ● **London South Bank University**  
Bachelor's degree,

1995 - 1999 ● **Lambeth & Croydon College**  
Art & Design,