



Syed Hassan Mujtaba Jafri

Retail & Sales Specialist - Dynamic and Results-Driven Professional

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Languages

English

About

Store Manager with over 6 years in premium retail. Proven success in sales growth, customer satisfaction, and team leadership. Skilled in inventory management and adaptable to dynamic environments. Highly flexible with tasks and schedules.

BRANDS WORKED WITH

Salitex

ALKARAM

Levi Strauss & Co

Borjan

Experience



● Store Manager

Salitex | Oct 2021 - May 2024

- Led and managed clothing store operations, overseeing a team of 50+ employees to ensure smooth day-to-day functions, utilizing retail management software (RMS) for operational efficiency.
- Developed and implemented innovative sales strategies to meet and exceed revenue targets by analyzing market trends and customer preferences using tools like Google Analytics and Salesforce. Ensured optimal inventory levels by coordinating with suppliers and managing stock replenishment using inventory management systems such as SAP and Oracle Retail, resulting in a 98% product availability rate.
- Enhanced customer service standards through regular staff training sessions, focusing on improving communication and problem-solving skills with the help of e-learning platforms like Skillsoft, leading to a 20% increase in customer satisfaction scores.
- Analyzed sales data and market trends to make informed business decisions, driving store growth and profitability by 25% year-over-year using data visualization tools like Tableau. Implemented visual merchandising strategies that increased average transaction value by 15%, utilizing planogram software like SmartDraw.
- Reduced inventory shrinkage by 15% by implementing robust loss prevention measures, including advanced security systems like CCTV and staff awareness programs. Spearheaded a store renovation project that improved foot traffic by 30%, collaborating with visual merchandising and retail design experts.

● Assistant Store Manager

ALKARAM | Feb 2020 - Oct 2021

- Assisted the store manager in all aspects of daily operations and staff management, ensuring efficient and effective store performance. Implemented workforce management tools like Kronos, leading to a 12% improvement in employee productivity. Provided training and development for sales associates using LMS platforms, which enhanced product knowledge and customer service skills, resulting in a 10% reduction in customer complaints.



● Department Supervisor

Levi Strauss & Co | Jul 2018 - Jan 2020

- Supervised the daily activities of the clothing department, managing a team of 20 employees to ensure high standards of service and operational efficiency. Developed and implemented team-building activities and performance incentives using HR software like BambooHR, which improved employee morale and reduced turnover by 10%.
- Ensured compliance with company policies and procedures, maintaining a safe and secure working environment for staff and customers, resulting in a 95% compliance rate in safety audits. Conducted regular inventory audits and managed stock levels using RF scanners and inventory management software to ensure product availability and minimize losses.
- Assisted with customer service issues and escalations, providing timely resolutions and enhancing customer satisfaction by 15% through effective use of customer feedback tools. Implemented effective merchandising strategies, including cross-promotions and end-cap displays, resulting in a 20% improvement in inventory accuracy.



- **Sales Associate**

Borjan | May 2017 - Jul 2018

- Provided excellent customer service by assisting customers with product selection and inquiries, utilizing effective upselling techniques and product recommendations that led to a 15% increase in personal sales. Played a key role in maintaining high customer satisfaction ratings, resulting in increased customer loyalty and repeat business.
- Ensured shelves were stocked and maintained product displays, contributing to a well-organized and attractive store environment that enhanced customer satisfaction and drove repeat business. Handled cash transactions accurately and efficiently, minimizing errors and reducing checkout times by 10%.
- Assisted in reducing checkout wait times by implementing efficient processing techniques and customer flow management strategies. Contributed to store events and promotions, which increased store traffic and sales during peak periods, further enhancing the overall customer experience.

Education & Training

2024

- **Ulster University**

MSC In Marketing,

2020 - 2021

- **Virtual University**

PGD In Marketing Management,

2014 - 2020

- **SZABIST**

BS In Media Studies - Marketing,