

MAFTUH ALAM TAPADAR

Retail Store Manager

+91 7002785119
moftuhalom@gmail.com
linkedin.com/in/maftuh-alam-tapadar-576203110/
India

SUMMARY

Retail Assistant Store Manager with over 5 years of experience in leading retail operations, achieving sales targets, and providing exceptional customer service. Proven track record in managing inventory levels, training and motivating teams, and implementing successful sales strategies. Adept at handling customer complaints and ensuring timely resolutions.

EXPERIENCE

Retail Shop Manager 2022 - 2024
Junaid Perfumes – Oman

- Directed all aspects of store operations, including sales performance, inventory control, stock replenishment, POS management, and daily financial reconciliations with 100% accuracy.
- Consistently exceeded monthly sales targets, driving 30% annual revenue growth through strategic upselling, cross-selling, and customer acquisition initiatives.
- Supervised and trained a team of 3 sales associates to deliver exceptional customer service and meet key store KPIs.
- Resolved customer complaints and escalations with professionalism, enhancing satisfaction and client loyalty.
- Executed visual merchandising strategies aligned with brand guidelines, improving product visibility and in-store engagement.
- Conducted market and performance analyses to identify growth opportunities, boosting sales efficiency and team productivity.

Senior Sales Executive 2019 - 2021
Ajmal Perfumes | 2019 – 2021

- Achieved consistent monthly sales targets, contributing to a 15% overall increase in store revenue.
- Guided customers in selecting French and Arabic perfumes, oud chips, bukhoor, and fragrance oils to drive higher conversion and repeat sales.
- Built and maintained strong client relationships through personalized service and proactive follow-up.
- Implemented effective upselling and cross-selling strategies, boosting average transaction value (ATV) and units per transaction (UPT).
- Ensured accurate inventory management, daily POS operations, and stock control with zero discrepancies.
- Enhanced brand image and customer engagement through strategic visual merchandising aligned with company standards.

EDUCATION

Arts
Assam Higher Secondary Education Council – India - Higher Secondary (12th)
Successfully completed higher secondary education with focus on arts and humanities.

Arabic Language
National Council for Promotion of Urdu Language (N.C.P.U.L) – Government of India - Diploma
Completed professional diploma in Arabic language and communication.

English & Computer Applications (MS Word, Excel, PowerPoint)
British Institute – India - Diploma
Gained proficiency in English communication and Microsoft Office applications.

CERTIFICATES

Retail Sales Orientation Certificate
Ajmal Perfumes

SKILLS

Microsoft Office Suite	Expert	Retail Management Software	Advanced
Interpersonal Skills	Expert	Inventory Management	Advanced
Team Leadership	Expert	Sales Strategy Development	Intermediate
Customer Service	Expert		

LANGUAGES

Hindi	Native	English	Fluent
Urdu	Fluent	Arabic	Fluent