

Hyder Shamsuddin

50 Vibart Gardens ○ Brixton Hill ○ London SW2 3RJ ○ (0788) 555 5555 ○ MohammedFaheemuddin@hotmail.com

Retail Management Professional

Experienced, customer focused supervisor with consistent track record of adding value to organization. Equally strong qualifications in all areas of operations: KPI, budgeting, inventory control, training and team building. Effective communicator, leader and problem solver who possesses the initiative to exceed goals.

Professional Experience

SHIFT MANAGER Your Lunch (formerly FruFru), Waterloo Mail Line Station Nov. 2004 – Date

- **Facilitated smooth and profitable operation of store.** Managed 11 employees and all other aspects of retail outlet during assigned shift. Developed rota using **Rostima software**, calculated and distributed payroll, managed and reconciled stock, placed weekly food order, performed weekly GP exercise, organized monthly meetings, covered customer service duties when needed.
- **Generated approximately £200,000 sales annually.** Reached or exceeded most sales goals.
- **Acted in General Manager capacity** (March – October 2004). Responsibilities expanded to all shifts. Also maintained accounting and personnel files. Managed twice-yearly audit, resulting in favourable performance evaluation. **Store was found to be running smoothly and profitably with 92% accuracy in paperwork, results on par with experienced GMs.** Received bonus and letter of appreciation for service. Fulltime MBA class load precluded accepting offer as permanent GM.

SUPERVISOR FruFru, Waterloo Mail Line Station March – Oct. 2004

- **Managed seven sales assistants.** Prepared rota, performed weekly GP exercise, reconciled stock, managed waste, contributed to monthly meetings and calculated and distributed payroll.
- **Increased punctuality of sales personnel.** Launched reward-based campaign increasing on-time arrival to nearly 100%.
- **Raised productivity.** Implemented individual goal-setting sessions resulting speedier project completion.
- **Bolstered profits.** Exceeded most sales projections for shift.

SALES ASSISTANT FruFru, Waterloo Mail Line Station Aug. 2003 – Feb 2004

- **Met or exceeded most personal sales goals.** Used consultative selling to achieve favourable sales record and customer satisfaction.
- **Assumed managerial responsibilities.** Developed rota, performed waste management and contributed to monthly planning meetings.

EDUCATION and SKILLS

MBA Marketing	St. Martin's College of Business, London	2003 – 2005
AA Business	London College of Business and Computing	2002 – 2003
Business App. Package Level 1-4	City and Guilds, London	2000 – 2002
BS Computer Sciences	Osmania University, Hyderabad, India	1994 – 1997

Microsoft Office ○ Networking and Hardware Installation
English ○ Urdu ○ Hindi