

ABOObAKER DAWOOD PAKHALI

Senior Shop Manager

Dubai, UAE | +971 58 226 5966 | Abubaker_pakhali@yahoo.com

LinkedIn Profile. ([Http/LinkedIn.com/in/Aboobaker](http://LinkedIn.com/in/Aboobaker))

PROFESSIONAL SUMMARY

Results-driven **Senior Shop Manager** with **20+ years** of experience in retail operations, customer service, and team leadership. Proven expertise in **sales performance, loss prevention, staff training, and inventory control**. Adept at enhancing store profitability through strategic planning, operational efficiency, and customer engagement.

SKILLS & COMPETENCIES

- ✓ Retail Operations Management
 - ✓ Sales & Revenue Growth
 - ✓ Customer Service Excellence
 - ✓ Team Leadership & Training
 - ✓ Inventory & Stock Control
 - ✓ Visual Merchandising
 - ✓ Budget & Cost Control
 - ✓ Loss Prevention Strategies
 - ✓ Performance Analysis & Reporting
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PROFESSIONAL EXPERIENCE

Senior Shop Manager

Jazir Smaa Fashion Ltd. (Redtag), Riyadh KSA (Dec 2013 – May 2024)

- Managed daily operations of a high-volume retail store, optimizing **sales performance** and **customer service standards**.
- Supervised and trained store staff to enhance productivity and engagement.
- Controlled store expenses, ensuring efficient use of resources and **cost management**.
- Conducted **inventory checks**, minimizing stock losses and ensuring accurate records.
- Developed and executed strategies to meet and exceed **sales targets**.
- Maintained high standards of **store presentation** and cleanliness.

Shop Manager

Al-Shaya Trading Company (H&M), Saudi Arabia (Feb 2009 – Jan 2013)

- Oversaw **store operations, sales performance, and customer service**.
- Collaborated with merchandising teams to optimize product display and stock availability.
- Led **in-store promotional events**, increasing foot traffic and revenue.
- Implemented **loss prevention measures**, reducing theft incidents by **20%**.
- Conducted performance reviews and developed staff training programs.

Store Manager

Landmark Group, Saudi Arabia (Sep 2006 – May 2008)

- Managed all aspects of retail operations, including **cash handling**, team supervision, and sales analysis.
- Developed and implemented training programs to enhance **staff performance**.
- Maintained **regulatory compliance**, ensuring smooth inspections.
- Reduced **inventory waste** and optimized stock control systems.

Shop Manager

Emarat, Dubai, UAE (Jun 1998 – Feb 2004)

- Led a team in **achieving store revenue and performance targets**.
- Designed store layouts to enhance **customer experience and sales**.
- Trained employees in **customer service, product knowledge, and operations**.
- Analyzed sales data to identify trends and opportunities for **business growth**.

EDUCATION & CERTIFICATIONS

✓ **S.S.C. (Secondary School Certificate)** – Mumbai, India (1989)

✓ **Undergraduate Studies** – Wilson College, Mumbai

✓ **Diploma in Computer Applications** – Indo-German Cultural Society, Mumbai

LANGUAGES

✓ English | ✓ Hindi | ✓ Arabic.