



Address: Qatar

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Date Of Birth: 10-april-1996

EMAIL: hazem.barazi1@gmail.com

Marital status: single

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LANGUAGE

English **fluent**

Arabic **native**

French **good**

SKILLS

- **Microsoft Office**
- **Ability to work under pressure**
- **Negotiation**
- **Multitasking**
- **Attention to details**
- **Self-learner**

HAZEM AL BARAZI

SHOP SUPERVISOR

PERSONAL PROFILE

A graduate student with a bachelor's degree in business administration: Banking and Finance, with experience in the field of sales, retail sales, and management. I am a hard-working, motivated, and enthusiastic person. I always strive to achieve the highest standard possible in any given situation.

As you will see from my CV, I strongly believe that the sales knowledge and skills I have learnt during this time make me an ideal candidate for this position.

In my current role, my day-to-day tasks consist of supervising staff, assisting customers with queries, replenishing stock and keeping the store tidy and welcoming. I am also confident handling money and working to provide the best possible customer experience.

From my experience, I have learnt the importance of engaging with customers, working in a team and always striving to deliver the highest standards in customer service.

I am a warm, friendly, and enthusiastic individual with a passion for customer service. I am able to confidently deal with problems that may arise and use my initiative to overcome challenging situations.

EDUCATIONAL RECORD

Beirut Arab University

BBA in Banking and Finance | September 2016 - June 2020

PROFESSIONAL EXPERIENCE

Shop supervisor

Qatar airways group QDF Hamad International Airport | August 2022- present

- Assist the Duty Manager in organizing the daily operational shop requirements such as staffing, cash, stocking to ensure that sales are maximized, and the staff follow company policy and procedures.
- Monitor and addresses any issues in relation to stocks to the relevant party in order to maintain the stock level of the shop and to maximize sales opportunities.
- Assist the Duty manager in carrying out the daily priorities on a shift basis to ensure workflow completed within required timeline.
- Monitor the cash discrepancies of Sales Assistant within the Shop,
- Ensure stock shrinkage does not exceed the budget.
- Conduct on the job training with the new sales teams to help improve their customer service and product knowledge skills to better serve the customer.
- Facilitate random spot checks on tills on a daily bases to maintain the companies honestly and Integrity standards.
- Co-ordinate the handover of shift briefings with the Duty Manager, regarding the daily tasks, store conditions, sales, shift coverage, and the day-to-day operations.
- Complete proper closing procedures per company policy of tills,

- store in-stock conditions, merchandising, and visual standards for assigned area.
- Handling sales returns and void slips.
- Authorizations of staff discounts whenever required, ensuring employee are not exceeding the monthly purchase limit.
- Respond positively to guest feedback/complain, understand guest expectations, brings all complaints to the attention of the Duty Manager or Assistant Retail Manager for future improvement.
- Deputize for duty manager when necessary.
- Communicating on a daily bases with the sales team on special promotions, and new products launches by conducting pre-shift briefings, ensuring the team is well briefed, and trained prior the launch of the new products and promotions.
- As an integral part of Sales team, Shop Supervisor plays a role in achieving the Daily/Sales Budget, by informing their shift of the sale
- Maximize sales in assigned Boutiques at every possible opportunity while ensuring that staff giving customers the highest level of service.

Showroom supervisor

Jasour CO. | December 2019 - June 2022

- Meet and Greeting customers and visitors
- Assist the guests with a professional, generous manner
- Provide the guest with our new products and new design
- Help guests to design their design and meet their thoughts to our products
- Follow up with guest in every detail to give them at the end the right product
- Follow up on sales to achieve sales
- Supervise staff to insure that the work process is in the right path
- Following up the merchandising staff and stock staff and ensuring displays are up to date
- Conducting daily checks to ensure all items meet display standards

Shop Supervisor

RINDER | may 2017 - October 2019

- Supervising the salesmen
- insuring that all staff are on duty time
- Doing daily check on allocations off every staff and sales person
- Insuring that all sales persons are following company standards and pricing policies
- following up with customers

Sales officer

RINDER | January 2015 – April 2017

- Selling many luxurious brands: strellson, digel, faconnable, marina militare, aeronautica militare, n.z.a New Zealand Auckland, nappapigri, Otto kern, and gaastra.