

# GHADEER MOHAMMAD THUAIMER

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## SUMMARY

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Experienced Operations Manager with demonstrated history of working in the retail industry. Based on my personal skills and experience, and by my built in ambition, seriousness and the strong belief in myself, I am looking forward for upgrading my aspirations, improving my existing skills, abilities and trying more challenges, with the focus for better opportunities that can add to me and enable me to make the outstanding difference and the required added values.

## EDUCATION

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**Academic English Certificate**, Inlingua Victoria Language School, Victoria, BC, Canada 2015 - 2016

**Bachelor of Computer Science**, University of Dammam, Dammam, Saudi Arabia 2010 - 2014

- Project tasks: Team lead of medical android application.
- Platforms: C/C++, Android Programming, Cisco Packet Tracer, Java, JavaScript, PHP, HTML

## WORK EXPERIENCE

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**Landmark Group, Khobar, Saudi Arabia** 2018 – MAR 2020

- Position: Beauty Operation Manager
- Essential Duties Responsibilities:
  - **Responsibility Statement:**
    - Leading an engaged team to ensure the overall effective performance of the stores: maximize contribution, deliver the annual budget targets and an excellent customer service.
    - Creating and facilitating at all levels a strong working relationship with the suppliers in view of creating business opportunities.
    - Continuously improving the quality of the team, capabilities and profitability of the stores.
  - **Key Responsibilities:**
    - Maintaining the stores team to be capable of producing the outputs required and lead such team so that they are fully engaged and collaborate competently towards the goals set.
    - Contributing towards creating a positive company culture and achieving the company's objectives.
    - Continuously improving operations productivity (revenues, expenses, contribution).
    - Regularly reviewing the profitability of the store and implement corrective actions as needed.
    - Ensuring optimal stock levels.
    - Improving operations quality towards excellence (customer service, product knowledge and advisory, stores and staff) to have highest standard of presentation at all times.
    - Leading by example, being visible on the shop floor, encouraging the staff to do the same.
    - Developing and maintaining key relationships with the suppliers.
    - Ensuring implementation of promotions and monitoring of performance.
    - Ensuring team members understand the importance of customer service to the achievement of company goals.

- **Setting of operational goals and expectations, and then ensuring that they are achieved through regular monitoring and store visits.**
- **Training the team on product knowledge, customer service, regulations and rules and improving their skills.**
- **Ensuring that store managers and their staff keep stores to the highest possible standards, being well organized and properly merchandised at all times, looking after hygiene of the stock and the displaying units and that all policies, procedures, and rules are followed.**
- **Controlling the stock to ensure store shrink is within company guidelines so as to protect company property and assets.**
- **Having an in-depth understanding of the market then to maintain competitive awareness by continuously monitoring the competition and then reacting accordingly to maintain the business advantage.**
- **Recruiting staff, overseeing their induction, training and appraisals, and monitoring their career development.**
- **Doing all requested and needed reports that relate sales and achievements.**

➤ **Training Sessions and Simenars**

- On/Off Job Training.
- Makeup skills & Product training.
- Leadership.
- Communication skills.
- Team Development Progress.

**Lagardère Travel Retail/ Duty Free Global, Dammam, Saudi Arabia**

2017 - 2018

- Position: Sales advisor.
- Essential Duties Responsibilities:
  - **Implementing all customer service rules effectively by working on a professional service system(OSCAR)**
    - Approaching, acknowledging and greeting all customers that are in the store.
    - Providing a high standard of customer service in dealing with customer inquiries, orders and complaints
    - Solving customers' problems where possible, referring to more senior personnel if necessary.
    - Reporting all customers' complaints and service requirements to appropriate personnel in a timely and efficient manner to minimize customer dissatisfaction.
    - Maintaining a comprehensive current knowledge of assigned products and store services to assist customers where required and promote products by demonstration and instruction.
    - Building average transaction value by offering promotional items and suggested selling to every customer.
  - **Identifying and reporting all faulty, damaged, known loss or blemished stock to Management immediately.**
  - **Consistently maintaining stock and merchandise presentation in accordance with Company standards, maintain high stock levels of all product, ensuring all shelves are clean, filled and restocked regularly.**
  - **Ensuring to keep up to date on company notices/memos or procedural changes.**
  - **Doing all tasks that relates cashiering.**
    - Opening/closing the cash tills.
    - Guiding the customers to all offers and promotions.
    - Training new staffs on cashiering.
    - Effectively and accurately process all sales, minimize error rate in number of no sales, voids and returns. This includes ringing up every transaction and providing a receipt to every customer.
    - Ensure the correct procedures for handling and processing money, credit card and voucher transactions are followed. All refunds and exchanges are completed as per Company Policy.
- Implementing all skills and rules of communication, follow up and the standards of the brands

- Sharing in training the new staffs on the company policies, product knowledge, brands standards and the customer service rules /Oscar system.
- Doing some administration tasks:
  - Helping in making the weekly/monthly attendance schedule.
  - Organizing the vacations calendar.
  - Reporting all staff issues.
  - Making all management requested reports such as: sales, stock, maintenance, damage and attendance status.
  - Filing.
  - Handling external and internal communication.
  - Sorting and distributing incoming and outgoing posts.
  - Coordinating between all departments.

**Golden Tulip Al Hamra Hotel, Dammam, Saudi Arabia**

2015

- Position: Reservation Clerk.
- Platforms: Opera PMS.
- Responsibilities:
  - Doing the reservations requests by phone calls, fax or emails.
  - Confirming the reservations with the guests and prioritizing the VIP customers.
  - Making the reservations changes, dates modification, cancellation in the system.
  - Communicating with companies and governmental agencies to do and confirm the reservations.
  - Observing all prices and the hotel promotions to ensure increasing the reservations.
  - Saving and documenting all correspondence with the customers.
  - Coordinating with the reception and other departments to ensure high quality of service.
  - Making all requested reports that serve the performance and the standards.

**Wipro Company, Khobar, Saudi Arabia**

2013

- Task: Deployment of software for financial system of Aramco Oil Company.
- Platforms: Flex, VPN, Secure communication protocols, SSL.

**TECHNICAL SKILLS**

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Android programming, C/C++, Java, JavaScript, Prolog, Flex, PHP, HTML, XML, MySql server, SQL server and SQLite, LaTeX, Visual Basic, Cisco Packet Tracer, Arena simulation, Justinmind Prototyper and Balsamiq mockup tool.

**CERTIFICATES**

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- Single Subject Diploma in Critical Thinking, Inspire London College, Online – 2020.
- Leadership Skills Course, Dorroob, Online – 2020.
- Leadership Essentials Course, Dorroob, Online – 2020.
- Operations Management Diploma, New Skills Academy, Online – 2020.
- Management Creativity Course, Institute of Public Administration, Ethrai, Online – 2020.

**MEMBERSHIP**

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- Raneem Toastmasters Club, Toastmasters International AUG 2020 - NOW

## **PERSONAL SKILLS**

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Time management.  
Critical thinking.  
Leadership.  
Adaptable.

Communication.  
Self-motivated.  
Teamwork.  
Flexible.

Stress tolerance.  
Deadline oriented.  
Influencing and leading.  
Decision-Making.

## **VOLUNTEERING**

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### **TEACHING**

- **English for elementary students**, Qatif 2008 - 2013
- **Math for elementary students**, Qatif 2008 - 2013

## **HOBBIES & INTERESTS**

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- Photography.
- Drawing.
- Reading.

## **FUTURE PLAN**

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Seeking to complete Master degree, open to learn and develop suitable skills, which offer a high level of challenge and adding value to the team and the organization overall.

## **REFERENCE**

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References will be provided on request.