QAWSER QAYOOM

Store Manager – Lead Operations | Showroom Operations, Inventory Control & Team Management

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PROFILE

Retail store professional with hands-on experience running daily showroom operations, leading a team of 10+ staff, controlling stock, handling cash and POS routines, and following up overdue customer accounts. Started at the billing counter after Class XII, completed a BBA in 2024, and returned to Mir Electronics to lead full store operations.

EXPERIENCE

Store Manager – Lead Operations | Mir Electronics

July 2024 – Present • Baramulla / Srinagar, Jammu & Kashmir (Full-time)

- Run daily showroom operations, including sales targets, shift planning, and KPI tracking for a team of 10+ sales and operations staff.
- Reworked floor workflows, daily checklists, and customer follow-up routines; store revenue grew by 35%, and customer-service turnaround improved by about 30%.
- Led a 15-month recovery of overdue customer accounts by reconciling old ledgers, agreeing repayment schedules, and following up weekly to recover ₹80 lakh.
- Built SmartRetail-Kit in Excel to track sales speed, slow-moving stock, and daily margins, helping reduce stock-outs by about 25%.
- Run weekly cycle counts, Goods Received Note (GRN) checks, and daily POS cash-drawer checks so store records stay accurate and ready for internal audit.
- Advise visiting store owners on stock control, store setup, and ledger clean-up under a profit-sharing arrangement with company ownership.

Academic Peer Reviewer (Independent, Part-Time) | Springer Nature

May 2025 – Present • Remote (Part-time)

- Review research manuscripts on operations governance, energy accounting, and circular-economy supply chains, checking methodology, data quality, and analytical conclusions (verifiable via ORCID).

BFSI Operations & Sales Intern | Bajaj Allianz General Insurance

January 2024 – July 2024 • Amritsar, Punjab (Internship)

- Assessed customer needs and risk profiles to match suitable insurance and financial protection products during final BBA semester.
- Supported KYC checks, customer onboarding forms, and underwriting documentation checklists across daily branch routines.
- Met monthly branch benchmarks and received Star Performer recognition (verifiable via certificate serial number and BFSI ID).

Retail Operations & Billing Associate (Early Career) | Mir Electronics

April 2021 – June 2021 • Jammu & Kashmir (Full-time)

- Joined after Class XII board exams to handle POS billing, daily cash-drawer reconciliation, Goods Received Note (GRN) logging, and stock checks before starting full-time BBA studies.

EDUCATION

Bachelor of Business Administration (BBA) — Amritsar College of Engineering & Technology (PTU), Amritsar (July 2021 – June 2024)

CA Intermediate (Pursuing), Direct Entry Route — The Institute of Chartered Accountants of India (ICAI) (Enrolled April 2026 – Present)
Pursuing alongside full-time work: Accounting, Auditing, Taxation, and Financial Management.

LICENSES & CERTIFICATIONS

- **Certificate of Completion: Certificate Programme in Banking, Finance and Insurance (HR Workshop)** — Bajaj Finserv Limited, completed through Amritsar Group of Colleges (Autonomous) (2024) • Credential ID: BFS350193
- **Excel: Data Analysis and Visualization Fundamentals** — Logical Operations (2026) • Credential ID: 4OSSGHCW7T4H
- **Fundamentals of Project Management** — Google (2026) • **Introduction to Artificial Intelligence (AI)** — IBM (2026)

SKILLS, LANGUAGES & MOBILITY

Core Skills: Retail Operations, Store Management, Inventory Management, P&L Management, Credit Control, Team Leadership (10+ Staff), Standard Operating Procedures (SOPs), Loss Prevention, Vendor Management, Microsoft Excel

Languages: English, Hindi, Urdu, Kashmiri (Fluent); Arabic, Punjabi (Working Proficiency)

Relocation: Open to roles across India and the GCC (UAE, Saudi Arabia, Qatar)