QAWSER QAYOOM

Store Manager – Lead Operations | Inventory Control, Store Operations & Excel MIS Tracking

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PROFILE

Retail operations professional experienced in stock control, cycle counts, GRN verification, receivables follow-up, and day-to-day showroom management, with practical use of Excel (SmartRetail-Kit) to track SKU movement, stock ageing, and daily margins. Completed a BBA in 2024 and currently leads store operations and a 10+ person team at Mir Electronics.

EXPERIENCE

Store Manager – Lead Operations | Mir Electronics

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

- Built SmartRetail-Kit in Excel to track product movement, stock ageing, and daily margins, improving stock visibility and reducing stock-outs by about 25%.
- Carry out weekly physical cycle counts, Goods Received Note (GRN) checks against vendor bills, and daily POS cash-drawer reconciliations to keep records audit-ready.
- Manage daily showroom operations and coordinate a team of 10+ staff; tightened floor workflows and sales follow-up, contributing to 35% store revenue growth and 30% faster customer-service turnaround.
- Led a 15-month receivables recovery effort by reconciling historical customer ledgers and tracking weekly repayment schedules, recovering ₹80 lakh in overdue payments.
- Guide visiting retail shop owners on stock planning, cycle-count routines, and account 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: Inventory Management, Retail Operations, Microsoft Excel (Pivot Tables, Lookups, Tracking Dashboards), Demand Forecasting, Cycle Counts & GRN Controls, KPI Management, Data Analysis, Standard Operating Procedures (SOPs), Ledger Reconciliation, Vendor Management

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

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