QAWSER QAYOOM

Store Manager – Lead Operations | Commercial Operations, Receivables Recovery & Store Controls

Baramulla / Srinagar, Jammu & Kashmir, India • +91 9541291967 • qawserqayoom@gmail.com
linkedin.com/in/qawser-qayoom • github.com/G-sahaab

PROFILE

Retail and commercial operations professional experienced in showroom management, overdue receivables recovery, historical ledger reconciliation, daily cash and POS controls, and advising visiting retailers on store and account setup. Combines hands-on floor leadership at Mir Electronics with a completed BBA, BFSI internship experience, and ongoing ICAI CA Intermediate studies.

EXPERIENCE

Store Manager – Lead Operations | Mir Electronics

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

- Led a 15-month recovery of overdue customer accounts by going through historical ledgers, confirming balances, agreeing repayment schedules, and following up weekly to recover ₹80 lakh.
- Run daily POS billing checks, cash-drawer reconciliations, Goods Received Note (GRN) verification, and weekly physical stock counts so store records remain ready for internal audit.
- Advise visiting retail store owners on ledger clean-up, cash discipline, stock control, and store setup under a profit-sharing arrangement with company ownership.
- Manage daily showroom operations and a team of 10+ staff; improved floor workflows and customer follow-up, contributing to 35% store revenue growth and 30% faster customer-service turnaround.
- Built SmartRetail-Kit in Excel to monitor fast-moving items, slow stock, and daily product margins, helping reduce stock-outs by about 25%.

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: Credit Control, Ledger Reconciliation, Receivables Follow-Up, Internal Audit & Cash Controls, Retail Operations, P&L Management, Inventory Management, Microsoft Excel, B2B Retail Advisory, Team Leadership

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

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