

MOHAMMAD ABU DIAK

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Career Summary

Accomplished Retail Manager with over 15 years of experience in the FMCG sector, expertly managing diverse categories including Meat, Seafood, Produce, Bakery, Deli, Groceries, and Non-Foods. Possesses a Hotel Management Diploma and an array of professional certifications in Food & Beverage, Customer Service, and Food Safety. Renowned for strategic planning and exceptional team leadership, driving substantial business growth and operational excellence. Demonstrates a strong ability to enhance customer satisfaction, streamline store operations, and uphold the highest quality and hygiene standards. Consistently delivers impressive financial results and innovative solutions in dynamic retail environments.

Key Skills

Operational Efficiency Improvement | Team Management and Leadership | Financial Reporting and Analysis | Customer Relationship Management | Strategic Business Planning | Inventory Control Systems | Quality Assurance Protocols | Conflict Resolution Techniques | Compliance and Regulatory Adherence | Project Coordination and Execution

Professional Experience

Tamimi Markets, Saudi Arabia Jul 2015 - Present

Store Manager

- Spearheaded the transformation of store operations, achieving record-breaking sales growth.
- Enhanced customer loyalty through superior service quality.
- Devised and implemented strategic plans, resulting in substantial profitability and operational efficiency.
- Led a team to maintain high hygiene and quality standards, ensuring an exceptional shopping experience.
- Developed and executed marketing campaigns that significantly increased foot traffic and brand visibility.
- Implemented advanced inventory management systems, reducing stock wastage and optimizing supply chain efficiency.

Al Mashrabiah Trading, Jordan, Jul 2011 - Jun 2015

Assistant Purchasing Manager

- Negotiated favorable deals with suppliers, optimizing stock levels and achieving significant cost savings.
- Managed inventory effectively, ensuring optimal stock levels and timely replenishment.
- Controlled store rentals and maintained yearly contracts with suppliers, ensuring continuity and reliability in the supply chain.
- Implemented quality control measures to ensure products met high standards.
- Conducted financial analysis to monitor and improve purchasing efficiency and cost-effectiveness.

The Sameh Mall, Amman, Jordan May 2011 - Jun 2015

Assistant Store Manager

- Orchestrated a major turnaround in in-store performance, driving significant sales increases and boosting customer satisfaction.
- Effectively managed supplier promotions, leading to heightened revenue and streamlined operations.
- Played a key role in improving waste management and quality control, resulting in a more efficient and profitable store environment.

Le Meridien Amman, Jordan Jul 2010 - Jun 2015

Team Leader

- Elevated the standard of service in room service and restaurant operations, leading to outstanding customer reviews and repeat business.
- Successfully managed a team in an Italian restaurant, contributing to the hotel's reputation for excellence.
- Enhanced overall guest satisfaction through meticulous service quality management.

Carrefour Hyper Market, Jordan Mar 2000 - May 2011

Section Manager FMCG

- Drove exceptional sales performance by implementing effective product flow and stock control strategies.
- Led initiatives in waste management and standard management protocols, ensuring top-quality product assortment and competitive pricing.
- Managed a team to exceed targets and deliver outstanding customer service consistently.

Education

University of Jordan, Amman, Jordan 1999 - 2004

Bachelor's degree in General Management, Business/Commerce

Alandalus College, Amman, Jordan 1999 - 2002

Diploma in Hotel/Motel Administration/Management

Al Andalus College 1999 - 2002
High School Diploma in Hotel/Motel Administration/Management

University of Jordan, Amman, Jordan 2000 - 2002
Diploma in Hospitality Administration/Management

Certification

- Food and beverages | Al Andalus College
- Food preparation area cleaning and sanitizing | Tamimi market
- Customer service | Tamimi market
- ICDL | Al Andalus College

Training Courses

- Entrepreneurial Skills for the Current Century
- Leadership Skills and Teamwork Building
- Negotiation Skills
- Presentation Skills
- Strategic Planning
- Change Management
- Time Management and Communication Skills
- Business Etiquette Food Safety

Languages

Arabic: Native English: Professional