

SAIDUR RAHAMAN

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Objective

Dedicated and results-driven Shift Manager with over two years of leadership experience and one year of hands-on store crew background. Skilled in supervising daily store operations, mentoring team members, and delivering exceptional customer service. Proven track record in managing staff schedules, inventory control, and resolving customer issues efficiently. Combines frontline operational experience with strong management capabilities to enhance team performance and ensure seamless store functioning.

Experience

- Cinnabon** 09/11/2022 - 08/01/2023
Store crew
 - Customer Service - Greet and assist customers in a friendly and professional manner. - Provide product information, recommendations, and resolve inquiries.
 - Sales & Merchandising - Promote products and upsell when appropriate. - Ensure shelves are fully stocked, neatly organized, and correctly labeled.
 - Store Maintenance & Cleanliness - Keep the sales floor, checkout areas, and storage spaces clean and organized.
- Cinnabon** 08/01/2023 - 08/01/2024
Shift manager
 - Team Leadership & Training – Motivating and coaching employees to maximize performance.
 - Operational Management – Ensuring efficient shift operations and adherence to policies.
 - Customer Service Excellence– Maintaining high satisfaction levels and handling escalations.
 - Inventory & Cost Control – Monitoring stock levels and minimizing waste.
 - Safety & Compliance – Enforcing health, safety, and company regulations.
- Cinnabon** 08/01/2024 -
Acting manager
 - Overseeing daily store operations to ensure smooth and efficient functioning.
 - Leading and motivating the store team to achieve sales targets and deliver excellent customer service.
 - Managing staff schedules, delegating tasks, and monitoring employee performance.
 - Handling inventory control, stock replenishment, and loss prevention measures.
 - Resolving customer complaints and issues promptly to maintain high satisfaction levels.
 - Ensuring compliance with company policies, health, and safety regulations.
 - Preparing sales reports and analyzing store performance to identify areas for improvement.
 - Coordinating with suppliers and vendors to maintain product availability.
 - Training and developing team members to enhance their skills and productivity.

Education

- Nagar high school, Tripura, India** 2015
10th
- Boxanagar, Tripura, India** 2017
Higher Secondary (+2 stage)
- Maharaja Bir Bikram university, Tripura, India** 2020
Bachelor degree

Skills

- Adaptability, Problem-solving, Communication, Creativity, Leadership, Teamwork, Inventory, Quick learner, OperationDaily, operations, Microsoft basic, warehouse maintain, audit, OER

Achievements & Awards

- Cinnabon Master roller. (cenomi group)

Interests

- Learning new things from the Internet and Traveling and playing cricket

Languages

- English
- Arabic
- Hindi

Personal Details

- Nationality : Indian