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## SUMMARY OF QUALIFICATION

Highly experienced Business Executive with over 26 years' expertise of successful business ventures in Retail Fuel & Petroleum and Convenience Store Retail Industry. Excellent communication, teamwork, and leadership skills. Proven track record of P&L management and maximizing operating efficiencies and expertise in:

Creating & improving retail facilities.	Developing & Managing business
Business Process Improvement.	Operation and Project Management

## PROFESSIONAL EXPERIENCE

### AM OIL INC.

#### GM of Operations (2019- Current)

- Maximize sales in convenience stores by optimum allocation of merchandising space, effective utilization of in-store advertising space, and joint planogram exercises with suppliers.
- Responsible for negotiating trade margins, credit terms and royalties with suppliers, thereby maximizing Corporate as well as franchisees' incomes.
- To provide on-site training to staff on customer service, merchandising, site systems, account / inventory management etc.
- Led Project Management integration team for newly acquired stores, and created Project management organization, and physical changes were tailored to individual market needs thus improved sales by 18%.

### AMRZ UNITED INC.

#### GM of Operations (2019- Current)

- Responsible to provide leadership in Fuel Operation and to improve business process for achieving strategic financial and non-financial objectives.
- Responsible for establishing Fuel Contract with Chevron. To establish business plans for the site / business in their respective areas in conjunction with their supervisor / retailer and market awareness e.g., trends, competitor's activities etc.

- Maximize sales in convenience stores by optimum allocation of merchandising space, effective utilization of in-store advertising space, and joint planogram exercises with suppliers.
- Responsible for negotiating trade margins, credit terms and royalties with suppliers, thereby maximizing Corporate as well as franchisees' incomes.
- To provide on-site training to staff regarding Chevron standards on customer service, merchandising, site systems, account / inventory management etc.
- Led Project Management integration team for newly acquired stores, and created Project management organization, and physical changes were tailored to individual market needs thus improved sales by 14%.

## **BROTHERS PETROLEUM XI INC**

### **GM of Operations (2015- Current)**

- Responsible to provide leadership in Operation and to improve business process for achieving strategic financial and non-financial objectives.
- Responsible for establishing a neighborhood supermarket business plan for the site / business in their respective areas in conjunction with their supervisor / retailer and market awareness e.g., trends, competitor's activities etc.
- Maximize sales in supermarket by optimum allocation of merchandising space, effective utilization of in-store advertising space, and joint planogram exercises with suppliers.
- Responsible for negotiating trade margins, credit terms and royalties with suppliers, thereby maximizing Corporate as well as franchisees' incomes.
- To provide on-site training to staff on customer service, merchandising, site systems, account / inventory management etc.
- Led Project Management integration team for newly acquired stores, and created Project management organization, and physical changes were tailored to individual market needs thus improved sales by 27%.

### **DHAKA PETROLEUM INC. (2011- Current)**

- Responsible to achieve sales and service objective as a member of management team through distributors and agents. Assist in developing new market segments, sales distributors and improving business process.
- As a Member of the Management Team achieved business goals for the station.
- Implemented business improvement program "Business Excellence through Speed and Teamwork"
- Turn-around two important company owned and managed sites from huge Net losses to consistent Net Profits
- Started many improvement projects to improve the profitability and customer satisfaction.

- Increased diesel sales by 18% and C-store sales by 20% (YTD basis)

**NABILA PETRO INC. Store Manager (2019- Current)**

Responsibility of managing sales, marketing inventory control and customer support business in Gas station and C-Store industry

- As a Member of the Management Team achieved business goals for the area.
- Managing / Supervising sales & operations of 15 retail stations in Florida
- Achieved business goals of P&L, growth, and customer satisfaction.
- Identifying the strengths, the location may have.
- Identifying any weaknesses that the location may have in specific areas of the business (i.e. customer complaints, expenses, POP, Speed pass, coffee, car wash).
- Identifying any opportunities that may be available to improve the retail or operational aspect of the business such as improving appearance, training, merchandising, or Car Wash programs, or c store improvements (e.g., coffee program).
- Identifying any existing or potential threats to the business which would have a significant impact on business such as new or improved competitor, road changes, condemnation, loss/cutback of major area employer, etc.
- Identifying any Safety, Health or Environmental issues or initiatives.
- Monitors and controls expense items as part of analytical review of month-end financials

**UNITED PETRO CONVENIENCE INC Store Manager (2013- Current)**

Managing sales, marketing inventory control and customer support business in Gas station and c-store industry

- Managing / Supervising sales & operations of retail gas station in Florida
- Rectifying the strengths, the location may have
- Rectifying any weaknesses that the location may have in specific areas of the business (i.e., customer complaints, expenses, POP, Speed pass, coffee, car wash).
- Availing all the opportunities that may be available to improve the retail or operational aspect of the business such as improving appearance, training, merchandising, or Car Wash programs, or c store improvements (e.g., coffee program).
- Rectifying any existing or potential threats to the business which would have a significant impact on business such as new or improved competitor, road changes, condemnation, loss/cutback of major area employer, etc.

- Rectifying any Safety, Health or Environmental issues or initiatives.
- Arranging sufficiently stocked & well merchandised with promotion, fronting & facing
- Maintaining Fuel Gross Profit/ Margin, Total GP \$; GP% Sales goal for Car Wash, & Determination of approximate net income
- Also responsible for employment, training programs, salary administration & termination of employees.

***SAMIR PETRO INC Store Manager (2020 – Current )***

Managing sales, marketing inventory control and customer support business in Gas station and c-store industry

- Managing / Supervising sales & operations of retail gas station in Florida
- Rectifying the strengths, the location may have
- Rectifying any weaknesses that the location may have in specific areas of the business (i.e., customer complaints, expenses, POP, Speed pass, coffee, car wash).
- Availing all the opportunities that may be available to improve the retail or operational aspect of the business such as improving appearance, training, merchandising, or Car Wash programs, or c store improvements (e.g., coffee program).
- Rectifying any existing or potential threats to the business which would have a significant impact on business such as new or improved competitor, road changes, condemnation, loss/cutback of major area employer, etc.
- Rectifying any Safety, Health or Environmental issues or initiatives.
- Arranging sufficiently stocked & well merchandised with promotion, fronting & facing
- Maintaining Fuel Gross Profit/ Margin, Total GP \$; GP% Sales goal for Car Wash, & Determination of approximate net income
- Also responsible for employment, training programs, salary administration & termination of employees.

***ZAHID PROPERTIES CONSULTING LLC - OWNER (2022 - Current)***

Managing sales, marketing inventory control and customer support business in Gas station and c-store industry

- Managing / Supervising sales & operations of retail gas station in Florida
- Rectifying the strengths, the location may have

- Rectifying any weaknesses that the location may have in specific areas of the business (i.e., customer complaints, expenses, POP, Speed pass, coffee, car wash).
- Availing all the opportunities that may be available to improve the retail or operational aspect of the business such as improving appearance, training, merchandising, or Car Wash programs, or c store improvements (e.g., coffee program).
- Rectifying any existing or potential threats to the business which would have a significant impact on business such as new or improved competitor, road changes, condemnation, loss/cutback of major area employer, etc.
- Rectifying any Safety, Health or Environmental issues or initiatives.
- Arranging sufficiently stocked & well merchandised with promotion, fronting & facing
- Maintaining Fuel Gross Profit/ Margin, Total GP \$; GP% Sales goal for Car Wash, & Determination of approximate net income
- Also responsible for employment, training programs, salary administration & termination of employees.

***ZAHID PROPERTIES WESTGATE INC - OWNER (2022- Current)***

Managing sales, marketing inventory control and customer support business in Gas station and c-store industry

- Managing / Supervising sales & operations of retail gas station in Florida
- Rectifying the strengths, the location may have
- Rectifying any weaknesses that the location may have in specific areas of the business (i.e., customer complaints, expenses, POP, Speed pass, coffee, car wash).
- Availing all the opportunities that may be available to improve the retail or operational aspect of the business such as improving appearance, training, merchandising, or Car Wash programs, or c store improvements (e.g., coffee program).
- Rectifying any existing or potential threats to the business which would have a significant impact on business such as new or improved competitor, road changes, condemnation, loss/cutback of major area employer, etc.
- Rectifying any Safety, Health or Environmental issues or initiatives.
- Arranging sufficiently stocked & well merchandised with promotion, fronting & facing
- Maintaining Fuel Gross Profit/ Margin, Total GP \$; GP% Sales goal for Car Wash, & Determination of approximate net income
- Also responsible for employment, training programs, salary administration & termination of employees.

### **ZAHID PROPERTIES ORLANDO - OWNER (2022 - Current)**

Managing sales, marketing inventory control and customer support business in Gas station and c-store industry

- Managing / Supervising sales & operations of retail gas station in Florida
- Rectifying the strengths, the location may have
- Rectifying any weaknesses that the location may have in specific areas of the business (i.e., customer complaints, expenses, POP, Speed pass, coffee, car wash).
- Availing all the opportunities that may be available to improve the retail or operational aspect of the business such as improving appearance, training, merchandising, or Car Wash programs, or c store improvements (e.g., coffee program).
- Rectifying any existing or potential threats to the business which would have a significant impact on business such as new or improved competitor, road changes, condemnation, loss/cutback of major area employer, etc.
- Rectifying any Safety, Health or Environmental issues or initiatives.
- Arranging sufficiently stocked & well merchandised with promotion, fronting & facing
- Maintaining Fuel Gross Profit/ Margin, Total GP \$; GP% Sales goal for Car Wash, & Determination of approximate net income
- Also responsible for employment, training programs, salary administration & termination of employees.

### **ACADEMIC BACKGROUND**

Bachelor's Degree in Business Admin. from Dhaka College Bangladesh

### **TRAINING**

- Convenience store merchandising and category management course
- Retail marketing and sales structure of Shell
- Non-Fuels Retailing (NFR) Course (Shell in-house training program)
- Understanding of the Retail network operating within a competitive market (Marathon)

### **COMPUTER SKILLS**

- Extensive experience with MS office suite of products including MS Excel, MS Word, Power Point etc.

