

NUR ATIKAH BINTI ZAMRI
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SUMMARY

A Bachelor's degree graduate (*Hons*) from Universiti Teknologi MARA (UiTM) with 4 years of experience in retail. Currently working as a Department Manager, leading a team of people including Supervisors across 4 sub department. Actively enroll in Google Data Analytics Professional Certificate to master data analysis skills and to further enroll with IBM - Introduction to Project Management online course. Eager to explore valuable experiences that will develop my skills. Looking to move one step further in my career progression.

WORK EXPERIENCE - Lotus's Malaysia Sdn Bhd (Teluk Intan Branch)

Replenishment Manager

(Jan 2023 – Current)

Manager, report back to Store General Manager. Delegate 2 Support and 18 team members crosswise 4 sub department - Apparel, General Merchandise, Grocery and Receiving&Returns. Train and review team performance by quarters. Ensure all routine are in place. Adjudicate stock availability and standard follows company direction at all circumstances. Plan my team's holiday in fair and consistent manner that protects service level. Oversee all inventory process and make sure ranking value are in control. Oversee price integrity, schematic and planogram changes to the feature space done within the time frame. Leads trading activity, conversing with buyers and monitor stock management corresponding to P&L. Assure all merchandising visual feature for festive are done. Communicate with Head Office members for any issue raised. Also acting as Stock Take Coordinator, Safety committee, GPTW committee, Duty Manager.

System Manager

(Oct 2021 – Jan 2023)

Manager, report back to Store General Manager. Leading a group of 7 for stock ordering & holding, branch visual merchandising, price integrity, quality feedback, sales & waste analysis, implementing feature space schematic changes and attend IT concern beyond all department. Communicating with Head Office for solution & updates.

Service Support

(May 2021- Oct 2021)

Supervisor, report back to Service and Admin Manager. Handle a group of cashiers, customer service and cash office team. Ensuring all reports done as per audit regulation. Assure all physical cash are inline with systems. Guarantee shoppers are served with customer service value established by company. Look out for any shrink activity.

Replenishment Support

(Jan 2020 - May 2021)

Supervisor, report back to Replenishment manager. Leading team of 3 - Apparel and General Merchandise Team. Working side to side with Grocery Support. Ensure all standard are in place, visual merchandising done as per schedule, hit sales KPI. Communicate with system manager for stocks allocation and availability. Establishing Weekly ATC format - report to Area Manager for weekly overview trading summary.

ACHIEVEMENT

Skills

1. Established Apparel ATC format for Weekly Overview Trading Summary.
2. 2020 Best Employee Award.
3. Outstanding Performance Award Year 20/21.
4. 2023 Best Employee Award (Management Team).

Microsoft Office Suite - Proficient
Commercial Awareness & Product Knowledge
Adaptability & Conflict Resolution
Collaborative Mindset

Language

Bahasa - Native Speaker
English - Professional working proficiency

Education

Bachelor's Degree (Hons) in Sport Science
Diploma in Sport Science

REFERENCE

1.Mr. Mahyuddin Bin Pandak,
Former Replenishment Manager, Lotus's
Eksekutif, Segi Fresh Sdn. Bhd
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2.Mr. Hafiz bin Ahmad Ba
Store Manager, Lotus's
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