

Assistant Department Manager II

ROBERT SMITH

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Objective

Assistant Department Manager II with 16 plus years of experience in the Retail domain dedicated to the consistent delivery of world class customer service. Summary: Department Manager with 10+ years of comprehensive experience in customer service, leading personnel in creating and maintaining relationships with customers and providing genuine service with a smile. Ensuring customers are treated as royalty with pride and passion.

Skills

Public Speaking, Microsoft Office, Multi-tasking, Collaboration, Time Management, Dynamic Selling

Work Experience

Assistant Department Manager II

Publix Supermarkets - April 2004 - Present

- Supervising and exemplifying all aspects of the daily business to include managing production and inventory of quality products, creating and maintaining visually appealing displays, and dynamically selling products while most importantly ensuring a customer-centric mentality.
- Increasing the items purchased per customer by 10%+ each week through the implementation of department selling focus initiating discovery conversations and cultivating trusting relationships with customers by sharing personal experiences and recommendations.
- Leveraging the existing customer relationships to acquire new relationships with friends, family, and other acquaintances.
- Maintaining a clean and safe environment for both employees and customers by practicing and enforcing standard operations and safety practices.
- Ensuring customer satisfaction and increasing sales by successfully reducing out of stock conditions through proper ordering and forecasting.
- Ensuring the customer satisfaction in various aspects throughout the bakery department.
- Listening attentively to customers needs and offered suggestions and affirmations as they placed orders or purchased items.

Assistant Department Manager

ABC Corp - 2002 - 2004

- Helped customers locate products within the department or throughout the store by accompanying them to the item.
- Fulfilled customer orders by producing quality products to desired specifications in an efficient and safe manner.
- Used point of purchase as an opportunity to confirm customer satisfaction and rectify disincentives until satisfaction has been reached.
- Identified any less than desirable experiences and offered further assistance as necessary.
- Answered customers questions about merchandise and advise customers on merchandise selection.
- Effectively used the scheduling tool to achieve appropriate staffing needs.

- Successfully managed projects through the strong organization, detailed work plans, and balancing multiple priorities.

Education

MBA in Business Administration - 2012 to 2014(University Of Central Florida - Orlando, FL)
Bachelors Of Science in Elementary Education - 2005 to 2009(University Of Central Florida - Orlando, FL)