

ROBERT SMITH

Assistant Department Manager III

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Consistent, enthusiastic, and highly talented Assistant Department Manager III with 20 plus years of experience, accomplished in the advancement and development of professional organizations by contributing technical expertise and executing leadership to increase the productivity of professional organizations.

CORE COMPETENCIES

Inventory Management, Shop Supervisor, Bookkeeping, Microsoft Office, Microsoft Word, Microsoft Excel, Sales, Supervisor, Blueprint Reading, Operations Management, Data Entry, Project Management, Problem Solving, Leadership, Inventory Control, Computer, Cost Control, Cost Accounting, Customer Service, Customer Service, Management, Manufacturing, Management

PROFESSIONAL EXPERIENCE

Assistant Department Manager III

Barnes & Noble - October 2013 – Present

Key Deliverables:

- Assisting in the daily operations of the store in partnership with the department manager.
- Performing and following-up on all tasks as the business demands.
- Helping to optimize department presentation. Communicating with the Department Manager about all products and services.
- Sharing the technical knowledge and provide recommendations about ways to connect the customers/clients with the right solutions or products.
- Assisting the department in enforcing proper loss prevention procedures.
- Partnering with receiving on inventory or return issues.
- Maintaining a strong presence on the sales floor coaching booksellers to remain attentive and to provide excellent customer service.

Assistant Department Manager

ABC Corp - June 1998 – June 2012

Key Deliverables:

- Maintained positive campus relationships when interacting with the campus community.
- Acted with integrity and trust, promoting our bookselling culture and the core values when interacting with the store team and customers.
- Helped to resolve customer complaints in accordance with all operational and human resources guidelines, escalated issues to the department manager, when necessary.
- Acted as the Department Manager, when needed, to oversee general store operations and ensure compliance with all standards of operation and performance.
- Performed tasks based on the needs of the business and reacts immediately and appropriately to bookseller/customer/client/store needs.

ROBERT SMITH

Assistant Department Manager III

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

- Assisted in the execution of daily operations associated with maintenance and order fulfillment.
- Oversaw the general store operations and ensure compliance with all standards of operation and performance and supervised booksellers.

EDUCATION

- BACHELOR OF SCIENCE in HEALTH CARE ADMINISTRATION - July 2015 (UNIVERSITY OF PHOENIX - Columbia, SC)