

# ROBERT SMITH

## Assistant Department Manager

[info@qwikresume.com](mailto:info@qwikresume.com) | [LinkedIn Profile](#) | [Qwikresume.com](#)

Assistant Department Manager with 8 years of experience in the Retail domain. Self-motivated with a strong work ethic. Skilled at learning new tasks quickly. Extensive computer training. Excellent interpersonal skills. Dedicated and valuable employee. Embraces challenging situations with an open mind.

## EXPERIENCE

### Assistant Department Manager

#### Office Depot Retail - APRIL 2007 - APRIL 2014

- Helped store achieve 90-105% of departmental and store goals for sales and profitability.
- Handled observing and coaching of employees regarding sales, cross-selling, following all policies and procedures.
- Performed manager-on-duty functions in the absence of a department manager or the store manager. This includes carrying keys and working to enhance customer loyalty by ensuring our customers enjoy a positive shopping experience throughout the store.
- Provided input and feedback for the completion of performance appraisals, and assists with the delivery as well as the developmental feedback to the associate.
- Participated in the interviewing and selection process for newly hired associates.
- Managed and directed front-end operations and supervised cashier staff.
- Completed and audited paperwork such as the cashier error logs, scanner problem log, register voids, tax exemptions.

### Assistant Department Manager

#### ABC Corp - MARCH 2006 - MARCH 2007

- Advised and assisted the operations management and internal department managers with their implementation of and their compliance in all aspects of employee relations issues including appropriate corrective actions, documentation, employee counseling, internal investigations, and terminations in accordance with the policies and practices.
- Administered disciplinary action and terminate individuals to ensure consistency with business objectives, internal standards, and regulatory requirements.
- Determined recognition strategies to attract and retain the workforce that supports the company vision, mission, and values.
- Hired and trained new office associates on the policies and procedures.

- Increased the efficiency of case file retention by purchasing individual scanners for administrative staff.
- Created training manual to assist new and current investigators on how to set-up, conduct and summarize investigations.
- Training also included case studies and how to effectively communicate with operations management regarding getting their assistance with setting up investigations.

## **EDUCATION**

- Technology - 1994 to 1995(Omega Technology Institute - Cherry Hill, NJ )Business Administration And Computer Science - 1981 to 1983(Bronx College - Bronx, NY )

## **SKILLS**

Employee Management, Sales And Marketing, Microsoft Suite, Employee Training, Promotions