

ROBERT SMITH

Assistant Department Manager

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

SUMMARY

Over twenty-five years of retail experience. 6+ years of store management experience. Extensive supervisory experience at different levels of management. Team player, willing to relocate and have relocated 2 times for current company. Experience opening new retail store from ground up.

CORE COMPETENCIES

Skilled In Coverage, Liability, And Damages Analysis, Strong Communicator And Rapport Builder Skilled In Negotiating And Retaining Business Relationships, Talent For Training And Coaching Team Members, Amplifying Employee Productivity And Ensuring Customer Satisfaction. Microsoft Office

PROFESSIONAL EXPERIENCE

Assistant Department Manager

Floor & Decor - May 2016 – September 2017

Key Deliverables:

- Communicated the shipment information via phone and email regarding route changes, delays, or early deliveries to appropriate internal and external customers as needed.
- Assisted the customers with product knowledge and perform "how to" classes for customers and employees.
- Responsible for assisting the cosmetic department manager in executing tasks that drive business to meet/exceed department goals.
- Oversaw up to 70 employees delegating duties. Coached the department employees on business and behavioral tactics to ensure superb customer service experience and maximize foot traffic within the store.
- Built and maintained strong vendor relationships to maximize business results.
- Planned the scheduling and execution of vendor events and promotions.
- Conducted interviews for candidates. Composed and delivered performance reviews.

Store Manager/Marketing Manager

Smoothie King Inc - March 2007 – May 2016

Key Deliverables:

- Trained employees on up-selling, product knowledge, and retail strategies to improve common territory rankings.
- Recorded inventory, monitor the of the goods and organized the payroll weekly using Microsoft Excel.
- Mentored staff with 1on1 interaction and store meetings to ensure smooth adoption of new policies and procedures.

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- Enthusiastically led employees to provide a great customer experience and service associated with the company.
- Generated revenue while establishing 10+ partnerships for fundraising opportunities which resulted in 12%.
- Recruited clientele for catering development using via social media, email, and 1on1 soliciting with local youth.
- Hired 30+ staff members. Trained employees through hands-on learning, role-playing, modules, and lectures.

EDUCATION

Associate Of Applied Science in Business Management, Organizational Leadership, Human Resource Management - 2017(Chattahoochee Technical College - Marietta, GA)

