

# Robert Smith

## *Assistant Department Manager*

### **CONTACT DETAILS**

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Alabama  
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### **PERSONAL STATEMENT**

Talented Assistant Department Manager with 14 plus years of experience who can effectively multi-task and balance customer needs with company demands. Efficiently builds loyalty and long-term relationships with customers, while consistently reaching sales targets. Experience with shipping and receiving. Knowledge of many accounting functions. Physically fit and able to do any task assigned.

### **SKILLS**

Retail, Retail Marketing, Audit, Account Management, Process Improvement, Analytics, Financial Analysis, Personnel Management, Training & Development, Negotiation, Real Estate

### **WORK EXPERIENCE**

#### ***Assistant Department Manager*** **Flooring Coverings - February 2005 - Present**

##### *Responsibilities:*

- Managing the inventory control for accurate quarterly audits and tracking the purchase orders.
- Supervising the staff by creating work schedules, assigning specific duties, recruiting, interviewing, training and coaching of department employees.
- Developing relationships with local contractors, installers, and guests.
- Attaining and exceeding productivity and payroll goals in the department.
- Leading the team meetings to help improve department knowledge and efficiency.
- Recommending, selecting, and helping locate and obtaining the merchandise based on customer needs and desires.
- Replenishing the floor stock and processing the shipments to ensure product availability for customers.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### ***Assistant Department Manager*** **ABC Corp - September 2003 - September 2005**

##### *Responsibilities:*

- Brainstormed ideas with the counter managers, vendor and department manager on how to drive business.
- Partnered with fellow department managers to cross-promote cosmetics products in various departments.
- Resolved customer concerns regarding service and/or product.
- Worked as acting store manager-in-charge multiple shifts per month in the Store Managers absence.
- Performed daily department maintenance tasks including stock work, re-merchandising and display to ensure great customer experience.
- After a stellar performance as an assistant department manager at lower volume door, later promoted to assistant department manager at second highest volume door within the region.
- Supported the Manager in achieving department volume and efficiency goals.

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## **Education**

Bachelors Of Science in Business in Financial information Systems -  
2003 to 2007(Indiana University Northwest )