



# BENJAMIN LEE

Assistant Store Manager

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## 💡 SKILLS

Microsoft Office



Microsoft Excel



Communications



Administrative Assistant



Payroll



## 🎯 INTERESTS

🔧 DIY Projects    ✂️ Crafting

🕒 Meditation    🏛️ History

## 👊 STRENGTHS

🌿 Humility    💡 Innovation

👁️ Insightfulness    ✅ Integrity

## 🗣️ LANGUAGES



English



Swahili



Italian

## 🏆 ACHIEVEMENTS

🌟 Implemented a new training program that improved staff productivity by 20%.

🌟 Trained and developed a team of 10 employees, resulting in a 25% improvement in customer service ratings.

## 👤 PROFESSIONAL SUMMARY

Assistant Store Manager with 3 plus years of experience, driven to apply a strong work ethic and motivational skills to achieve store goals, as well as employee and customer satisfaction. To secure a position where my current skills will be put to use and the opportunity to expand my knowledge in new areas as available.

## 💼 WORK EXPERIENCE

### Assistant Store Manager

📅 May / 2022-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Completing training on all handsets in order to communicate the key features and benefit of each to new and existing customers.
2. Handling all administrative aspects of the sale including paperwork to establish service.
3. Performing sales tracking and related reporting, maintaining floor stocking levels, displays and helping ensure that the store is clean and presentable to customers.
4. Training, coaching and mentoring staff to ensure smooth adoption of the new program.
5. Training new cashiers on procedures, customer service, and sales techniques.
6. Building relationships with customers and the community to establish long-term business growth.
7. Assisted in managing daily store operations, achieving a 15% increase in sales over six months.

### Assistant Store Manager

📅 May / 2020-May / 2022

Cactus Creek Solutions

📍 Phoenix, AZ

1. Kept the showroom clean and maintained neat, orderly product displays.
2. Built customer confidence by actively listening to their concerns and giving appropriate feedback.
3. Kept current on market and product trends to effectively answer customer questions.
4. Completed floor replenishments to guarantee size availability and promote customer satisfaction.

## 🎓 EDUCATION

### Bachelor of Science in Business Administration

📅 May / 2018 - May / 2020

University of Florida

📍 Denver, CO

Focused on Retail Management and Business Operations.