ROBERT SMITH

Cosmetic Counter Manager I

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Cosmetic Counter Managers must always be ready to assist customers with product selection and ensure that the customer's experience is a positive one.

EXPERIENCE

Cosmetic Counter Manager I

ABC Corporation - MARCH 2003 – MARCH 2005

- Achieved personal sales and credit goals by building customer relationships and loyalty through personal interaction, the invitation of service consultations and maintenance of a client file.
- Recruited, trained, coached, motivated and developed new and incumbent associates on policies and procedures,product knowledge and personal and counter productivity goals.
- Reviewed and analyzed business performance of daily, weekly, monthly seasonal, and anneal sales results.
- Developed and implemented business driving events to achieve department goals.
- Supervised the proper presentation, organization, storing and replenishment of stock, including the timely processing of new receipts, testers damages and customer returns.
- Monitored associates productivity levels and provide coaching and feedback.
- Attended and actively participate in vendor meetings, seminars, schools and other product knowledge and business driving opportunities.

Cosmetic Counter Manager

Delta Corporation - 1999 – 2003

- Managed and represented a line of cosmetics.
- Maintained daily sales goals.
- Reported to account executive.
- POS, cash handling, sales, new account services.
- Representing the prestigious Lancome line, I was responsible to keep up with the new products in order to assist the customers and recommend products.
- Train and coach the other beauty advisors so they will reach their personal goals.
- Achieving and exceeding the goals set for the counter.

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EDUCATION

- B.A. In Communication Studies - 1999(University Of Alabama - Tuscaloosa, AL)

SKILLS

Communication Skills, Management.