

Robert Smith

Director Of Retail Operations I

CONTACT DETAILS

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Alabama
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SKILLS

Microsoft Office,
Paylocity, Peoplesoft.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

PERSONAL STATEMENT

Director of Operations will manage all new, used, and rental inventory for Solution Stores across all 13 locations, remote employees, and additional warehouses and locations working closely with corporate operations to maintain proper stock levels for successful business operation, timely order fulfillment, and sufficient display and demonstration of systems and solutions

WORK EXPERIENCE

Director Of Retail Operations I

GoodwillSELA - February 2005 - 2020

Responsibilities:

- Responsible for the operations of 18 Stores, a warehouse and a truck fleet.
- In charge of all management hiring, training, payroll, performance reviews, action plans, budgets and the profitable daily operations of the Retail Stores.
- Opened 12 new retail locations.
- Rebranded the Goodwill Stores to have a new store appearance.
- Took the Retail Operations from 2 Million dollars in revenue a year to 22 million yearly.
- Achieved an E/R ratio of 68% Skills Used extremely organized.
- Wrote and implemented a training manual.

Director Of Retail Operations

Delta Corporation - 2004 - 2005

Responsibilities:

- Manage three facilities generating \$42k a week in sales Increased top line sales by 15% over prior year by focusing on customer service, .
- Managed day-to-day operations for 10 stores & 200 employees.
- Handled budgets including monthly, quarterly and yearly costs and estimates.
- Planned and executed company standards including communications, operations, and human resource policies.
- promoted to this position) Management of all Retail Operations functions with annual sales of [] including vendor relations, negotiations, .
- Development of all departmental policy and procedures including training and implementation.
- Leadership of Divisional Retail Operations Team.

Education

Bachelor's- 1970(Hanville High - Hanville, Louisiana)