

ROBERT SMITH

Asst. Director Of Retail Operations

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

SUMMARY

Broad based background in all facets of Business Operations Management; with emphasis in Consumer Packaged Goods. Throughout career, increased sales revenues and profits while improving productivity and ensuring strong client relationships. Demonstrated success in leading both large and small teams, increasing employee engagement and productivity, and meeting or exceeding objectives.

CORE COMPETENCIES

Area General Management, Client Retention, Talent Management.

PROFESSIONAL EXPERIENCE

Asst. Director Of Retail Operations

ABC Corporation - January 2007 – February 2014

Key Deliverables:

- Oversaw retail operations on three different campuses with over \$14 million in annual sales for a P/L account.
- Led the opening of a new 65,000 square-foot food court from conception to implementation with twelve new concepts, one hundred new staff members, and six additions to our management team.
- Responsible for all aspects of the P&L, including budgeting and forecasting for over forty individual locations.
- Worked with management team to drive sales and closely monitor controllables to ensure budgets were met.
- Responsible for a team of over thirty managers and 300 frontline employees including interviewing, hiring and training.
- Worked closely with the union to solve issues and motivate employees. Designed and created our own successful retail concepts as well as opening accounts.
- Maintained all safety records in compliance with policy and HACCP regulations.

Director Of Retail Operations

Delta Corporation - 2004 – 2007

Key Deliverables:

- The ability to recruit top talent for the organization - Coach, train, mentor, by providing honest and respectful feedback Up to 85 employees - Hire .
- Prepare and deliver 90 day / 6 month / yearly reviews.
- Spearhead full-scope retail operations at airports, country borders and cruise ships spanning 25 locations and eight countries.
- Seamlessly integrated the two highest-producing stores encompassing 8,000 square feet.

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- Researched, evaluated, solicited, secured and consolidated new business opportunities to meet or exceed revenue and performance goals.
- Align and mobilize bid response team while constantly emphasizing competitiveness and profitability.
- New York, New York (current) Implemented company-wide merchandizing & execution strategy.

EDUCATION

BS in Hospitality Management - September 2000(The Pennsylvania State University - University Park, PA)

