

# ROBERT SMITH

## Director of Store Operations

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

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### SUMMARY

A pro-active and result-oriented professional with over 22 years of experience in all aspects of management, operations planning, and consistent success in achieving delivery goals. Solid planning and organizational skills in coordinating all aspects of each project from inception through completion. Ascertains needs and goals, streamlines existing operations, turns around unprofitable functions, envisions new concepts and future trends, and follows through with development, direction and accomplishment.

### CORE COMPETENCIES

Planning Skills, Marketing Skills.

### PROFESSIONAL EXPERIENCE

#### Director of Store Operations ABC Corporation - June 2008 – November 2020

##### Key Deliverables:

- Responsible for leading a geographic district of approximately 23 stores.
- Recruited and hired seasonal district associates, provided coaching, development, and performance management to direct reports.
- Managed sales leaders and held them accountable for coaching, development, and performance management of sales associates.
- Provided the leadership and direction to instill a customer-focused culture throughout the district, resulting in increased customer retention and satisfaction.
- Responsible for accelerating business growth through implementation of business plan, marketing, and identification of growth opportunities.
- Effectively managed labor to ensure maximum productivity and profitability.
- Assisted company in making and setting of all company policies and procedures.

#### Director of Store Operations Delta Corporation - 2007 – 2008

##### Key Deliverables:

- Recruited from Bed Bath & Beyond as Director, Store Operations & Program Development for a premier specialty retailer - \$5.1 billion in sales and 778 .
- Direct reports included one director, two managers, and 10 supporting staff.
- Delivered the operational vision and standard operating procedures for a fully sustainable store operations program Proposed and implemented an on-.
- Recruited from Barnes & Noble as Director, Store Operations for a premier domestics and home furnishings retailer - \$4.5 billion in sales and 575 .
- Direct reports included, three managers, and 9 supporting staff.

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- Designed and implemented the process and standard operating procedures for freight planning, freight processing, and sales floor merchandise .
- Management of day-to-day store operations Staff relations and scheduling  
Training new employees Analyze labor and food costs to optimize restaurant .

### EDUCATION

Business Management - 1996 (Valencia College - Orlando, FL)

