

LIAM ANDERSON

First Assistant General Manager

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PROFESSIONAL SUMMARY

Skilled First Assistant General Manager with 7 years of retail management experience, specializing in operational excellence and team leadership. Proven track record in driving sales, enhancing customer satisfaction, and developing high-performing teams. Committed to implementing strategic initiatives that optimize efficiency and foster a positive work environment.

WORK EXPERIENCE

First Assistant General Manager

Pineapple Enterprises

📅 Apr / 2020-Ongoing

📍 Santa Monica, CA

1. Supported the general manager in achieving and surpassing store objectives, including sales and operational goals.
2. Managed food costs, payroll, and inventory control to optimize profitability.
3. Directed shifts to cultivate a customer-centric atmosphere by modeling exemplary service.
4. Motivated team members to deliver exceptional service while maintaining a positive work environment.
5. Designed weekly schedules for up to 65 employees, ensuring compliance with payroll guidelines.
6. Facilitated the crew trainer program, enhancing team skills and promoting from within.
7. Recognized and promoted high-performing employees to leadership roles, contributing to team development.

First Assistant Manager

Summit Peak Industries

📅 Apr / 2018-Apr / 2020

📍 Denver, CO

1. Oversaw all operational departments, including receiving, shipping, merchandising, and customer service.
2. Created and managed weekly employee schedules to optimize coverage and efficiency.
3. Tracked sales metrics, commissions, and pricing strategies to maximize revenue.
4. Ensured daily deposits were completed accurately and on time.
5. Delivered training on merchandise knowledge and customer service best practices.
6. Conducted inventory audits before opening and closing to maintain accuracy.

EDUCATION

Bachelor of Science in Business Administration

University of Phoenix

📅 Apr / 2016-Apr / 2018

📍 Denver, CO

Focused on management principles, marketing strategies, and operational efficiency.

SKILLS

Team Leadership

Budgeting Skills

Performance Evaluation

Sales Strategy

ACHIEVEMENTS

- 🌟 Increased sales by 20% through effective team training and customer engagement strategies.
- 🌟 Successfully reduced inventory discrepancies by implementing a new tracking system.
- 🌟 Achieved a 95% customer satisfaction score through enhanced service protocols.