

ROBERT SMITH

Flagship Store Manager

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

SUMMARY

As a Flagship Store Manager, responsible for Communicating and implementing all relevant changes that impact the team regarding policy and procedure, Collaborating with other departments in efforts to clear roadblocks and build stronger relationship.

CORE COMPETENCIES

Account Management, Retail Management, Customer Service.

PROFESSIONAL EXPERIENCE

Flagship Store Manager

ABC Corporation - October 2006 – 2021

Key Deliverables:

- Identified and realized opportunities to achieve superior topline sales growth through excellent customer service.
- Demonstrated by growing San Francisco Center by \$1 million in annual volume, reducing Shrink % in SFC from 9.8% to 2% in a 2 year period, having lowest shrink in Retail stores for Union Square.
- Demonstrated by success in promoting multiple CO to SM/SL to CO/and Associate to SL.
- Recruited outside talent to support the district in SM and CO roles.
- Reduced associate turnover from 300% to 50% in 2 year period; continue to have turnover below company average Nurtures the Express Culture Modeling the Express Values in everything I do with a strong sense of commitment, courageousness, and energy.
- Managed and implemented all Visual Standards, Marketing, Contests, and Promotions.
- Partnered with the ABM on product placement and local trends.

Flagship Store Manager

Delta Corporation - 2002 – 2006

Key Deliverables:

- Supervise and manage store location, store inventory, assets and develop staff schedules.
- Coach employees and to meet/exceed company goals Trained all new hires on the selling techniques of selling the products, features and Services .
- Conducted store audits on the processes and procedures of store locations.
- Full operational responsibility for a PS2.5 million turnover flagship store Responsible for approximately 50 staff (up to 75 at peak trading) Leading .
- Lead team of 18 support staff to increase sales from 2.2M to over 3 M.
- Increase sales through training of staff Strategic planning for all positions within Store Ensures all funds and merchandise are handled according to .
- Developed seasonal displays.

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EDUCATION

- Bachelor Of Science