

ROBERT SMITH

Asst. Front Line Manager

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Extremely hard working and enjoys taking on new Great attention to detail challenges Eager and willing to accept any overtime.

EXPERIENCE

Asst. Front Line Manager

ABC Corporation - 1970 - 2006

- Hired, trained, and evaluated personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Provided customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Regularly audited WFM operations to ensure quality of service delivery accuracy, timeliness, consistency and follow through.
- Accepted Front Line Manager position with Paducah Remediation Services for the DOE Clean-up Contract.
- Ensured craft personnel work to the schedule and work control requirements.
- Ensured that craftsmen are adequately supplied with information, materials, tools, and construction equipment.

Front Line Manager

Delta Corporation - 2005 - 2008

- Gold Standard Award for Excellence in Leadership Launched Multicard Queue in Richmond, VA and Tampa, FL Launched Late Stage Queue in Las Vegas, NV .
- Supervised 20+ retention sales agents in multi-business line division.
- Coached and mentored team members and pushed individuals to exceed their own expectations and goals by using a graduated single-focus strategy.
- Collaborated with peers to enable a department wide performance lift.
- Selected Accomplishments Consistently met or exceeded department performance goal, recognized 5 months in as performance leader amongst 14 .
- Delivered efficient and helpful service to ensure guest satisfaction Ensured stock was maintained and supplies ordered Responsible for balancing cash .
- Hostess/Cashier, Busser, Pie maker, Caterer Awarded with lead status and advancements in positions Works part-time during the school

year.

EDUCATION

- Diploma - (Kiser High School - Dayton, OH)

SKILLS

Team Leadership, Communication, Financial Management, Management.