

# ROBERT SMITH

## Jewelry Manager

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Results-driven professional seeking opportunity to utilize extensive skills and experience in the area of luxury brand management, sales, business development, and customer service.

## EXPERIENCE

### Jewelry Manager

#### ABC Corporation - AUGUST 1984 - SEPTEMBER 1997

- Responsible for all Jewelry operations and merchandising procedures.
- Serve the company by assuring that the customer is satisfied while maintaining and enhancing the companys profitability.
- Responsible for all store functions and procedures in the absence of the store GM.
- Maintained a ranking of third in the district in sales volume.
- Provide outstanding product knowledge, salesmanship, and customer service to customers.
- Opened new store in Boynton Beach, and recruited staff of six sales associates.
- Coached, mentored, trained and motivated staff to sell and perform customer service to the highest standards.

### Jewelry Manager

#### Delta Corporation - 1980 - 1984

- Delegated job duties to associates Increased sales and productivity  
Produced game plans for daily activities Maintained inventory  
Balanced daily cash .
- Opened new store in Boynton Beach, and recruited staff of six sales associates.
- Coached, mentored, trained and motivated staff to sell and perform customer service to the highest standards.
- Successfully increased sales profits over eight years, exceeding sales goals each year Developed loyal following and repeat customer base.
- Resolve customer complaints regarding sales and service.
- Determine price schedules and discount rates.
- Cashier in Sporting Goods Cashier at front Registers Made schedule and all ordering for Jewelry Dept Answered Phones.

## EDUCATION

- BS in Business - 1979(Florida A&M University - Tallahassee, FL)



## **SKILLS**

Microsoft Office, Customer Service, Sales.