

ROBERT SMITH

Jewelry Supervisor

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To establish a long-term career in a company where I may utilize my Jewelry Supervisor professional skills and knowledge to be an effective Associate Program Manager and inspiration to those around me.

EXPERIENCE

Jewelry Supervisor

ABC Corporation - MAY 2014 - AUGUST 2015

- Immediated Manager Kate Hilfer Proactively approaches customers in a friendly manner to determine how they can best help find a product, actively listens to customer issues in a calm and agreeable manner to resolve problems, guides, assists coaches and supports associates to help them deliver and exceptional experience.
- Consistently used the Coaching for Growth model by thoroughly preparing and conducting coaching conversations with associates.
- Actively walked the floor and coaches in the moment to enhance associate effectiveness and develop the team.
- Maintained notes and observed each associates strengths and opportunities and takes immediate actions on performance issues within the team.
- Unlocked jewelry safe, all diamonds accounted for, scan and mail all defective jewelry pieces, know all areas of register and internet - care plans- liason between jewelry depot and customer, schedule associates in department, LP guidelines for showing jewelry pieces.
- Raised and lowered diamonds, count and inventory all diamonds.
- Responsible for all training and ongoing training for the associates and self.

Jewelry Supervisor

Delta Corporation - 2012 - 2014

- Daily inventory count Enforce safety and security rules Assign employees to specific duties Examine merchandise to ensure that it is correctly priced .
- Provided a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects .
- Educated our customers on our product, offers, promotions, Kohls Credit Card on the sales floor, and fitting room.
- Supported the store visual presentation by upholding standards throughout the day; some examples are folding, steaming and spot recovery.
- Establish daily sales goals and monitor results; provide

communication and motivate all associates to achieve monthly team goals.

- Support the company plans to meet goals in company programs such as find more, credit, email capture.
- Ensure that all associate were 100% trained.

EDUCATION

- Diploma

SKILLS

MS Office, Donor Software, Marketing, Management, Development.