

# ROBERT SMITH

## Senior Key Holder

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

Punctual retail sales professional focused on exceeding expectations and building customer loyalty. Flexible schedule. An entry-level position in something that can better me as a person and in my career goals.

### **APRIL 2013 - PRESENT**

#### **SENIOR KEY HOLDER - ABC CORPORATION**

- Processed new shipments and received shipments into the system and located them in the business stockroom.
- Supervise employees to complete tasks and achieve goals in the absence of store management.
- Addressing guest concerns, coaching employees, and mitigating product loss in the absence of store management.
- Ensure that registers are properly opened and closed, doors are opened and locked and alarms are set correctly.
- Supported onboarding and training of sales associates displayed knowledge of product, company policies and store strategies built highly satisfied and loyal customer base through engagement and conversion.
- Worked with the management team to implement the proper division of responsibilities.
- Assisted with sales, merchandising, operations, training and development and loss prevention.

### **APRIL 2014 - AUGUST 2014**

#### **RECEPTIONIST - ABC CORPORATION**

- Responsibilities i was a receptionist which included; making and canceling appointments, using email database on a daily basis, answering the phone and making phone calls, checking people in and out, and or closing and opening the store.
- Accomplishments i believe i provided wonderful customer service and made sure they every single person that came through the doors felt welcomed and were directed to the right place.
- Skills used a lot of this job position required computer skills and knowing how to use certain programs on the computer.
- Responsibilities every day i take care of customers by providing great customer service, taking their order, participating in making their order, and serving it to them.
- I also communicate with customers over the phone when they have a problem or want to place an order.
- Accomplishments i improved certain procedures and i always provided excellent

customer service.

- I also learned how to put emotions aside and not let it affect my job and my efforts in doing and providing the best i can to our customers.

## **EDUCATION**

High School Or Equivalent - 2008(Genoa-Kingston High School - Genoa, IL)High School Diploma in General Studies - (Cleveland High School - Cleveland, AL)

## **SKILLS**

Microsoft Office, Microsoft Word, Microsoft Excel, Windows, Receptionist, Customer Service, Management