

# ROBERT SMITH

## Night Store Manager

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To obtain employment where I can utilize my educational background and work experience to help the company achieve its mission and vision. Managing and executing shrink and safety programs. Training, observing and coaching customer experience team (sales floor and cashier) to achieve results, participate in the performance management process; supporting Talent Development of your team; utilizing the leadership competencies for continued self-development.

## EXPERIENCE

### Night Store Manager

#### ABC Corporation - MAY 1999 - APRIL 2013

- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitored sales activities to ensure customers receive quality service and goods.
- Inventory stocked and recorded when inventory drops to a specified level.
- Instructed staff on how to handle difficult and complicated sales.
- Hired, trained, and evaluated personnel in sales or marketing, or firing workers.
- Served customers by providing excellent customer service and merchandise; supervised staff.
- Completed store operational requirements by instructing employees on tasks and following up on work results.

### Night Store Manager

#### Delta Corporation - 1995 - 1999

- Handling employee and customer needs.
- Making sure that the store operated smoothly and customers were taken care of.
- Was responsible for store funds on a daily bases and was held accountable for any problems associated with the funds.
- Took care of all cashiers and put up sale signs and closed the store at night.
- Counted down all the drawers at night and put money in safe.
- Duties & Accomplishments Directs all aspects of store operations, including inventory control, loss prevention, and the training and development of .
- Duties & Accomplishments Oversaw store operations, focusing on maintaining optimal inventory levels of nonperishable products.



## EDUCATION

- Certification In Teaching

## SKILLS

Inventory Control, Scheduling, Ordering, Payroll, Front End, Customer Service.