

ROBERT SMITH

Customer Retail Manager

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Seeking active involvement in a progressive setting, that will afford me the opportunity to apply my skills and education that I acquired during my didactic and clinical requirement while in school. I would also like to add that I am a team player, with a diligent work ethic, passionate about developing my skills and being a positive impact within the Healthcare Industry.

EXPERIENCE

Customer Retail Manager

ABC Corporation - JULY 1997 - MARCH 2011

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Inventory stock and reorder when inventory drops to a specified level.
- Hire, train, promote and evaluate personnel in sales or marketing establishment.
- Enforce safety, health, and security guidelines.
- Examine merchandise to ensure it is priced and displayed as advertised.

RETAIL MANAGER

ABC Corporation - 1996 - 1997

- Monitored and reviewed staff and store performance regularly.
- Organized, prepared and implemented promotional ideas and materials.
- Acted as co-facilitator for meetings between clients and store owner while maintaining open lines of communication to ensure quality client service.
- Addressed beneath the surface organizational problems/conflicts instead of merely tackling known symptoms.
- Advised owner regarding accounting processes, findings and financial performance.
- Trained and aligned staff to focus on attaining world-class service levels.
- Brought strong management discipline to a newly thriving retail business..

EDUCATION

- Certified Phlebotomy Technician in Phlebotomy - 2015(U>S> Colleges - Montclair, CA)

SKILLS

Six Sigma Black Belt.