

ROBERT SMITH

Retail Operations Manager/Consultant

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Well versed in leading projects and providing insight on Experienced in monitoring staff hours to reduce wasteful shifts and unneeded payroll expenses. Constantly working to improve the quality of the staff with tips and suggestions to help them improve their customer service as well.

OCTOBER 1998 - JANUARY 2006

RETAIL OPERATIONS MANAGER/CONSULTANT - ABC CORPORATION

- Managed the operational functions of the Banking Center.
- Support banking center personnel with cash and paper items necessary to produce service to existing clients.
- Audit usage of Interoffice Transfers savings bonds, cash items and money order and travelers checks.
- Independently establish plans, policies, and procedures necessary to fulfill the operational functions of the banking center.
- Monitored staff accomplishments, issues related to compliance of regulations and other directives through personal observation.
- Complied with all policies, regulations, and directives of higher management.
- Ensured the safety of personnel and equipment through compliance of the same.

1997 - 1998

RETAIL OPERATIONS MANAGER/CONSULTANT - ABC CORPORATION

- Managed the daily operations of multi-site stores for the 17,000 employees and contractors at JSC and a public internet catalog site.
- Developed strategic goal for product mix, inventory control, staffing, budgeting, promotions, and communications to annually increase profit margins.
- Daily duties included product development, merchandising, buying, budgeting, analyzing sales data, developing marketing strategies, vendor relations, inventory, and managing sales staff.
- Accomplishments Consistently increased annual sales and net income.
- Successfully launched an internet catalog site.
- Completely renovated two stores and opened a third store.
- managed the operations of trade booths representing JSC during special events that hosted from 3,000 to 70,000 visitors..

EDUCATION

BS

SKILLS

Ms. Word, MS Office, Outlook, Office: Word, Powerpoint, Photoshop, Photography, Sales, Typing, Windows.