Robert Smith

Retail Team Leader

CONTACT DETAILS

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PERSONAL STATEMENT

Responsible for Ensuring the product offer available to customers is maximized in the assigned area of responsibility by coordinating product replenishment from the stockroom to the sales floor.

WORK EXPERIENCE

Retail Team Leader

ABC Corporation - May 2010 – March 2016

Responsibilities:

- Set, monitor and provide necessary tools to achieve customer service and sales targets.
- Continuous review and analysis performance and trends and take actions accordingly.
- Maintain standard level of services and operating within the ISO standards across the shops.
- Take part in the development of the department strategy and budget and follow up implementation.
- Meet with cross functional teams to resolve any issues or to create opportunities for the department.
- Act as a focal point between the franchisee and the company Take part in the recruitment process of the supervisors and the agents.
- Identify the training needs and develop the training plan and coordinate the trainings to avoid any effect on the operations.

Retail Team Leader

Delta Corporation - 2008 – 2010

Responsibilities:

- Responsible for all store functions when supervisor was not available POS register and inventory procedures Provided assistance to all park guests .
- References References are available upon request.
- Supervisor for non profit organization.
- Customer Service at all times.
- Prepare orders for shipping Maintain inventory Load trucks using forklifts Restocking Train new employees Supervise warehouse staff.
- Assist fellow management in the daily operations of the retail store.
- This involved implementing the policies and procedures of Goodwill in regards to retail sales and merchandising.

Education

Master Of Business Administration

SKILLS

MS Office, Planning Skills, Supervising Skills.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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