

Sales Floor Team Leader

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Objective

Sales Floor Team Leader, offering 7 years of experience in a retail setting. respectful and acts with integrity, able to leads by example by building a healthy team culture. Recognize and demonstrate excellent customer service skills, which increase guest loyalty and make profitable sales.

Skills

Sales, Client Relations, Customer Service, Retail, Merchandising.

Work Experience

Sales Floor Team Leader

Target Store Corp - November 2009 - June 2014

- Supervising, training and coaching the sales floor team members on service and presentation expectations.
- Driving in-stocks by ensuring both regular and sale merchandise is pulled and stocked from the backroom to keep the sales floor full.
- Ensuring ads are set on time, accurately and maintained.
- Ensuring team members are available and provide service in specialty areas.
- Owned bike building process, ensuring bikes are built safely and timely and repairs are completed on all guest returns.
- Supervising the sales floor team members to ensure abandoned merchandise is restocked and damaged and rewrap merchandise is properly handled.
- Supporting the transition process by planning pre-transition activities, following pre-transition merchandising guidelines to ensure all non-carryforward merchandise is out of the backroom, and working closely with the presentation team to get all sets done on time.

Sales Floor Team Leader

Dollar - February 2007 - October 2009

- Lea a compliance culture to mitigate legal risk, including adherence to the applicable meal and break guidelines.
- Ensured team members are available to provide service in specialty areas.
- Led the team to ensure merchandise is well zoned and set to planogram.
- Re-merchandised merchandise to provide a great guest experience for a guest.
- Wrote and delivered yearly performance reviews and pay increases to team members.
- Communicated with other leaders with major store issues, collaborate with another leader to problem solve store issues.
- Opened and closed the store, verifying building is armed and secured during close.

Education

GED in Business Management - 1999 to 2000(InterBoro Institute - New York, NY)