

# ROBERT SMITH

## Sales Floor Team Leader

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Upbeat and Self-motivated Sales Floor Team Leader with 10 years active experience in retail sales. Possess the determination to improve performance with the utmost sense of obligation and carefulness. Driven and results- focused professional seeking a customer service position in a fast-paced retail environment. Employs excellent leadership skills with multi-tasking strengths.

### CORE COMPETENCIES

Customer-oriented, Active Listening, Payroll, Retail Sales, Scheduling, Computer Literate, Staff Motivation And Discipline, POS Systems, Knowledge Recruitment/mass, Hires/training, Merchandising, Organized, Stocking Process, Improvements, Skilled Problem Solver, Focused On Service, And Results in Personable Motivated Team Player

### PROFESSIONAL EXPERIENCE

#### Sales Floor Team Leader

Supertarget - August 2013 – May 2017

##### Key Deliverables:

- Managed and supervised ten personnel in a high-stress environment. In charge of setting, planning, and delegating tasks, sales plans, work schedules, and other admin duties.
- Recruited, interviewed, hired, trained all new team members for all soft lines departments.
- Examined merchandise to verify that it was correctly priced and displayed.
- Scheduled and led weekly store meetings for all team members along with peer and executive team.
- Increased profits through effective sales training and troubleshooting profit loss areas.
- Visual Merchandiser rolled out new mannequin transitions for all clothing departments.
- Planned and executed daily tasks such as maintaining store brand and inventory levels, resulting in an 11% YTD sales increase.

#### Sales Floor Team Leader

ABC Corp - 2005 – 2011

##### Key Deliverables:

- Priced merchandise, stocked shelves and took inventory of front lane supplies, gift cards, and front lane.
- Cleaned and organized the store, including the guest service desk and self-checkout registers.
- Ensured ad sets, sales plans, transitions, revisions and adjacency changes are completed in a timely and accurate manner.
- Monitored teams performance through company metrics identifying both coaching and developmental opportunities.
- Drove sales performance; lead and coach the team on ways to increase sales.
- Controlled payroll by holding team members accountable to work their scheduled shifts.

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- Partnered with in-stocks team to ensure on-hand data integrity is maintained.

### EDUCATION

- High School Diploma - 2004(Rich South Campus High School - Richton Park, IL )