

ROBERT SMITH

Sales Floor Team Leader

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SUMMARY

Motivated Sales Floor Team Leader with 15 years of experience in a fast-paced, team-based environment. Bilingual self-starter with broad customer service background. Skilled in developing relationships and providing Exceptional individualized service. Efficient, accurate and detail-oriented customer service advisor with an innate drive to provide exceptional service

SKILLS

Management, Sales, Human Resources, Customer Service, Logistics, POS Systems, Loss Prevention, Heavy Equipment Operation, Visual Merchandising, Management, Training & Development, Sales, Sales Management

WORK EXPERIENCE

Sales Floor Team Leader

Sherwin Williams Corporation - 2005 – January 2018

- Worked with profit and loss reports to identify marginal progress and achieve quarterly and yearly budgets for the store.
- Identified and qualified customer needs and developed sales strategies and negotiated profitable projects.
- Built strong client relationships and provided high-value customer service.
- Assisted outside sales reps in making product recommendations to customers and resolving product knowledge questions.
- Assisted customers by determining needs and presenting appropriate products and services.
- Handled customer inquiries via the telephone by providing accurate information regarding products and product applications and process telephone orders accordingly.
- Assisted in sourcing products required by customers that are not available in the store and, upon approval, place order and follow up as necessary.

Sales Floor Team Leader

ABC Corp - 2003 – 2005

- Checked incoming orders from vendors against the purchase order for accuracy.
- Maintained and update product information manuals, general price lists and customer price lists.
- Communicated all customer complaints to the Store Manager to ensure a quick and accurate resolution.
- Maintained facility to s-w standards through proper maintenance, repair, and housekeeping.
- Followed designated loss prevention, security, and safety practices according to policy and corrected or reported non-compliance with appropriate procedures/policies.
- Sought out feedback from executive team leaders to personally develop myself as a leader.

- Hired and developed a self-sufficient team that produces consistent execution of tasks and guest service.

SCHOLASTICS

- BA in international Studies/Computer information Technology - 2009 to 2014(Brigham Young University Idaho - Rexburg, ID)