

# ROBERT SMITH

## Sales Floor Team Leader

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Dedicated Sales Floor Team Leader with 3 plus years of experience in the Retail domain developing team members and driving positive sales metrics. Collaborates and relates well with others to accomplish work as a leader. Demonstrated record of success and high productivity.

## EXPERIENCE

### Sales Floor Team Leader

#### Target - OCTOBER 2016 - PRESENT

- Trained, coached, and motivated a dedicated sales floor team spanning 11+ departments in a 22+ million dollar per year store.
- Planned, mapped, and executed weekly planogram/merchandise sets according to corporate brand standards.
- Drove positive sales and guest experience metrics with purchase additions, service plans, and loyalty card applications.
- Marketed guest loyalty card program and product promotions according to corporate brand standards.
- Planned and completed the pricing markups, markdowns, and clearance according to corporate scheduling deadlines.
- Oversaw the in-stocks/supply replenishment process for departments of responsibility.
- Managed and executed all visual adjacencies for each department including all remerchandising and signing on a monthly basis.

### Sales Floor Team Leader

#### ABC Corp - OCTOBER 2015 - OCTOBER 2016

- Coached and developed a team to provide exceptional guest service in order to encourage customer loyalty.
- Led team while unloading product from trucks and pushing it to the sales floor in an allotted time frame.
- Oversaw the departments compliance with city unit pricing ordinance.
- Collaborated with 15 department managers to map and execute upcoming transitions in each department.
- Led a team of 10 associates to ensure execution of daily, weekly, and monthly performance metrics.
- Received team member of the month award for exceeding expectations, attendance, overall performance.
- Answered customer telephone calls promptly and in an appropriate manner.

## **EDUCATION**

- Bachelors Of Science in Entrepreneurship/Marketing - December 2019(The University Of North Carolina At Greensboro - Greensboro, NC )  
Associate in Science in General Studies - 2015(Forsyth Technical Community College - Winston-Salem, NC )

## **SKILLS**

Sales, Customer Service, Retail, Communications, Management, Training, Answering Phones, Faxing, Filing. Knowledge Of MS Word, Outlook, And Excel