

# Robert Smith

## Sales Floor Team Leader

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

Talented Sales Floor Team Leader with 4 years of experience in the Retail domain, effective at multi-tasking and maintaining a friendly attitude under pressure. As a business professional, my priorities circle around maintaining unmatched levels of productivity, organization, and success.

### **WORK EXPERIENCE**

#### ***Sales Floor Team Leader***

**Target - August 2014 - Present**

##### *Responsibilities:*

- Assisting the guest when needing help with electronic items and help how to use them.
- Working with logistics inventory and stocking merchandise in our stock room as well as work on caf pulls and working on online orders and made sure they were fulfilled.
- Maintaining and keeping up to date with team member performances and coachings.
- Cleaning and organizing the store, including the checkout desk and displays.
- Assigning work to team members based on company needs, personal strengths and job requirements.
- Prioritizing helping customers over completing other routine tasks in the store.
- Fostering a positive work environment by consistently treating all employees and customers with respect and consideration.

#### ***Sales Floor Team Leader***

**ABC Corp - March 2014 - August 2014**

##### *Responsibilities:*

- Delegated, motivated, and merchandised to improve sales, employee retention and brand appearance.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Assembled promotional displays, including quarter and full-size point of purchase display and carried out internal department renovations.
- Developed routines to improve efficiency throughout each department to achieve 10% sales growth each year.
- Established networks with vendors to communicate merchandise updates, forecast order quantities and allocate sales floor locations for products to maximize sales.
- Trained members including cashiers, guest services team members, brand attendants and cart attendants that delivers fast, fun and friendly service to guests.
- Ensured the flow of guests by coordinating team members and handling guest needs, questions or issues in a timely manner.

### **SKILLS**

Excel, Excellent Communication, Microsoft Excel, Microsoft Word, PowerPoint, IOS, POS Systems, Wireless PDA And Printer Systems, RFID Scanners,

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## Education

Criminal Justice - 2020(Eastfield College - Mesquite, TX )High School  
Diploma in Education - 2014(Credited College )Technology, Engineering  
And Math - (Woodrow Wilson High School - Dallas, TX )