

## Sales Floor Team Leader

# ROBERT SMITH

Phone: (123) 456 78 99

Email: [info@qwikresume.com](mailto:info@qwikresume.com)

Website: [www.qwikresume.com](http://www.qwikresume.com)

LinkedIn: [linkedin.com/qwikresume](http://linkedin.com/qwikresume)

Address: 1737 Marshville Road,  
Alabama

## Objective

Sales Floor Team Leader with 7 plus years of experience is seeking to obtain a challenging position in a progressive company offering an opportunity to fully utilize strong interpersonal skills through a rewarding experience.

## Skills

Answering Phones, Faxing, Filing. Knowledge Of MS Word, Outlook, And Excel, Microsoft Office, IOS, POS Systems, Wireless PDA And Printer Systems, RFID Scanners, Customer Service, Documentation, Human Resources, Inventory Management, Training

## Work Experience

### Sales Floor Team Leader

**Toys R Us Babies R UU** - October 2011 – Present

- Supervising and setting-up the weekly schedule for other employees to set up floor plans for each seasonal change-up.
- Monitoring the sales flow and find ways to improve organizational and preparing maternity related events monthly assisted with front end responsibilities.
- Responsible for the protection of company assets, providing customer service and oversight of front of store activities in accordance with all company policies and procedures, customer service duties to include greeting customers and assisting shoppers with their needs, work customer check out, refunds etc.
- Training, coaching and mentoring the staff to ensure smooth adoption of the new program.
- Implementing the innovative programs to increase employee loyalty and reduce turnover.
- Assigning the employees to specific duties to best meet the needs of the store.
- Instructing the staff on appropriately handling difficult and complicated sales.

### Sales Floor Team Leader

**ABC Corp** - April 2011 – October 2011

- Responsible for floor set up, mannequin changes, markdowns, inventory prep, backroom, ad-set, placement, in-stocks and stocking items on the floor.
- Designed and set up advertising signs and displays of merchandise on shelves, counter, or tables to attract customers and promote sales.
- Answered customers questions about merchandise and advise them on merchandise selection.
- Trained new associates, made sure new and old associates are following the store policies.
- Executed duties as a Leader on Duty (LOD) when scheduled, which encompasses complete autonomy in overseeing total store operations and team on duty.
- Coached and developed team members while delivering exceptional guest service.
- Promoted a positive work environment and drove measurable results to achieve business and sales goals.

## Education

Graphic Design in Graphic Design - 2001 to 2004(St. Thomas Aquinas College - Sparkill, NY )  
Graphic - 1998 to 2001(Mother Cabrini High School - New York, NY )