

# Robert Smith

## *Sales Floor Team Leader*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

Sales Floor Team Leader with 12 plus years of experience and with strong cognitive skills, including problem analysis, decision making, financial analysis, conflict management and strategic planning. Able to delegate responsibility effectively and provide clear direction to others. Collaborates and relates well with others to accomplish work as a leader. Demonstrated record of success and high productivity.

### **WORK EXPERIENCE**

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

**Target Corporation - March 2007 - Present**

##### *Responsibilities:*

- Gaining \$50 million club status for our store by contributing to overall sales and exceeding company expectations.
- Alerting the company to incorrectly priced department leading to a large prevention of companies lost revenue, received recognition from the Target as well as product reps.
- Nomination and recognition for top service award within the company group.
- Maintaining a safe work environment for our team as well as customers.
- Attending to customer needs and finding ways to build customer loyalty through high customer service standards.
- Meeting and exceeding company sales goals as well as controlling payroll allowances monthly.
- Maintaining department in-stocks and brand standards while controlling loss due to mismarked product signing and labeling.

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

**ABC Corp - 2006 - 2007**

##### *Responsibilities:*

- Managed inventory loss and monitored sales patterns directly responsible for to increase sales volume.
- Responsible for driving and maximizing the profitability of sales while directly managing 12 store departments with over.
- Led store operations for the sales floor and leads a team of over 150 team members.
- Followed up with brand team members to assure they are utilizing best practice techniques to execute job performance.
- Assisted other areas of the store that are falling behind with current transitions sales planners and compliance issues.
- Effectively executed new initiatives led and coached the team through change.
- Effectively managed the inventory and maximized profitability by following the company guidelines.

### **SKILLS**

Administrative Support,  
Customer Service,  
Program  
Manager,Quality  
Assurance, Receptionist,  
Client Relations, Problem  
Solver, Team  
Player, Customer Service,  
Documentation, Human  
Resources, Inventory  
Management, Training

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## **Education**

Certificate Of Medical Coding Specialist in Medical - December  
2006(Rasmussen College - Brooklyn Park, MN )