

ROBERT SMITH

Senior Assistant Store Manager II

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Enthusiastic, passionate, dedicated, hard working retail manager with twelve years experience in retail management. Well versed in developing and motivating team members, achieving goals, merchandising, communicating, problem solving and promoting teamwork. Experience back- ground in consumer converting, appointment and commission sales as well as fashion buying.

EXPERIENCE

Senior Assistant Store Manager II

ABC Corporation - OCTOBER 2010 - OCTOBER 2013

- Engaged in sales, inventory-taking, reconciling cash receipts and perform services for customers.
- Ensured weekly schedules are prepared to provide proper floor coverage within fiscal guidelines; review times sheets and other payroll documentation for accuracy.
- Promoted customer service by ensuring associates are greeting and assisting customers; respond to customer inquires and complaints in a professional and timely manner.
- Maintained a visually appealing store, ensuring proper housekeeping, visual merchandising and organization are kept to highest standards.
- Monitored associate sale activities and productivity; acknowledge and communicate performance to associates; motivate and train associates to achieve full potential.
- Performed all financial activities effectively and in accordance with policy including cash handling and reporting, price changes and merchandise handling; ensure all register transactions are completed accurately and in accordance with policy.
- Prepared and oversaw physical inventories, ensuring proper accounting of receipts and outflow of merchandise.

Senior Assistant Store Manager

Delta Corporation - 2008 - 2010

- Duties were as follows All aspects of management including maintaining a store and employee performance, selecting interviewing, hiring, and training.
- Responsible for day to day operations of the entire store when the owners were gone.
- Managed plumbing department, prepared work schedules, assigned specific duties, involved with training new employees.
- Responsible for opening or closing stores on my shift.
- Senior Assistant Store Manager Kirklands Home, Port Charlotte, FL
Interview and hire employees Employee training and scheduling Employee supervision.

- Customer Service, Sales, Store Visual/Floor Sets, Merchandising, Freight, Inventory, and Markdowns.
- Meeting Sales Goals and Processing Payroll.

EDUCATION

- High School Or Equivalent - (Delaware Valley High School)

SKILLS

Proficient in both Microsoft Word and Excel, Strong in both Merchandising/Visual Presentation and Operations.