

# Robert Smith

## Senior Store Manager

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## SUMMARY

Seasoned professional with 20 years of experience including Senior Retail Management, Professional Employment Staffing, Property Management, Office Supervision, Receptionist, and Real Estate Agent. Experienced in retail merchandising, customer service, recruitment and retention, daily retail operations and executive office operations, store planning, team leadership, and coaching.

## SKILLS

Microsoft Office Including Mac Office; Word, Excel, PowerPoint, And Outlook.

## WORK EXPERIENCE

### Senior Store Manager

ABC Corporation - September 2007 - December 2014

- Held weekly staff meetings, coached managers in sales and documentation procedures, reported to district manager.
- Approved rental agreements.
- Monitored and achieve planned results for profits for the store by effectively managing and directing store resources.
- Managed and controlled all store expenses.
- Oversaw and directed coworkers collection activities, follow up on more difficult accounts that require manager intervention, approve customer commitments, monitor and follow up with coworkers on planned results for collection activities and provide leadership and training to ensure all coworkers comply with established procedures and practices for collections.
- Oversaw and provided effective training & development for all coworkers in the store.
- Motivated, evaluated, coached, counsel, and develop coworkers, including helping the company identify, train, and develop future store managers.

### Senior Store Manager

Delta Corporation - 2003 - 2007

- Supervised 3 store managers - Organized and coordinated major store projects between stores with managers and their staff Achieve and exceed sales .
- Shared accountability with other store leadership to develop talent and build a sales culture where employees clearly understand what is expected to .
- Built a loyal customer base by building long-term relationships with clients that had long-term and short term needs Managed the stores controllable .
- Key holder, Open and Close store, payroll, Sales associate.
- Las Vegas, NV Duties including overseeing all aspects of managing the district in the absence of the District Manager.
- Managed several special projects as directed by the District Manager.
- Specialized in restoring order and direction in difficult store locations and worked well with other Store Directors to implement programs to .

## EDUCATION

Certificate In Software - 2004(Albany State University - Albany, GA)