

# ROBERT SMITH

## Service Operations Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Career as an employee for a major grocery retailer for 14 years. For 11 of those years Different forms of management. After relocating to Arizona became the Assistant Manager at a high performing retail establishment.

### CORE COMPETENCIES

Microsoft Office, Customer Service.

### PROFESSIONAL EXPERIENCE

#### Service Operations Manager

**Albertsons - February 2007 – 2019**

##### Key Deliverables:

- Partnered successfully with the store department leads to produce growth in service scores.
- Reduced and controlled expenses by managing labor hours and ensuring proper cash handling and bookkeeping procedures.
- Strengthened companys business by leading implementation of the companies 5s program at store level.
- Hired, trained, coached and mentored staff to ensure proper procedures and policies in place are being followed.
- Responsible for customer relations and satisfaction.
- Received a Service First Award for achieving higher than the division goal for customer satisfaction.
- Working with the Store Director to ensure that our store is a quality, friendly place to shop.

#### Service Operations Manager

**ABC Corporation - 2002 – 2007**

##### Key Deliverables:

- included all human resources functions as well as managing all front end operations.
- The front end operations included scheduling of 60+ full and part time employees, cash management, communicating/enforcing policies & procedures and new hire training.
- Prior to this position, my job title was Employee Services Representative in which I held for four years.
- My job functions in both positions included, but were not limited to payroll processing, time and attendance detail tracking, filing, vacation and benefits administration, policy enforcement, OSHA compliance, processing and administering disciplinary actions, and training.
- From 1996 until 2004 I held various positions within the company such as meat clerk and deli clerk.

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- Each position included duties such as customer service, ordering, inventory, stocking and production.
- 1996 - 2009.

### EDUCATION

- - (North Kitsap High School Poulsbo - Poulsbo, WA)