

# ROBERT SMITH

## Showroom Manager I

[info@qwikresume.com](mailto:info@qwikresume.com) | [LinkedIn Profile](#) | [Qwikresume.com](#)

Prior business owner, retail manager and home remodeler with strong communication and design skills and has an eye for attention to detail. Strong understanding of the importance of service and design to generate sales. Extensive management experience, dependable, and committed to superior customer service. Managerial experience including product, design and display. Detail oriented and resourceful in completing projects on time and within budget and able to multi-task effectively.

## EXPERIENCE

### Showroom Manager I

#### ABC Corporation - 2008 - 2010

- Hired to manager position to recruit, train and supervise + customer service reps and cashiers.
- Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance.
- Manage front-end operations to ensure friendly and efficient transactions at checkout.
- Reduced staff turnover by 15% in 2008, benchmarking a record-setting improvement in staff retention due to the success of employee-development and morale-building programs.
- Elevated stores guest-satisfaction index from 86% to 92% within two years; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.
- Served on special task force charged with turning around under-performing stores.
- Trained CSRs and managers in five struggling stores, and contributed to significant improvements in guest satisfaction and sales.

### Showroom Manager

#### ABC Corporation - 2007 - 2008

- Recruited to lead and manage a team within an \$8.2 million dollar a year store.
- Provide floor sales leadership and supervise 11 associates.
- Rapidly promoted from initial sales associate position.
- Results Increased delivered retail by .6% and written retail by 4.2% over 2013.
- Increased delivered bedding by 6.5% over 2013 year to date.
- Increased &quot;UPS&quot; by 5.5% over 2013 year to date.
- Demonstrated an unwavering commitment to the sales team, customer service, and adding new customers while maintaining premium service to our existing..

## **EDUCATION**

- High School Diploma - (Far Rockaway High School - Far Rockaway, NY)

## **SKILLS**

Proficient with basic computer programs such as Microsoft Word, Microsoft Excel, and PowerPoint. Capable at working with AutoCAD.