ROBERT SMITH

Softlines Manager I

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Started off as a cashier, and through promotions became a manager. Cross trained to manage customer service, operations, sales, and apparel department. Highly enthusiastic customer service professional with 3.5 years client interface experience. Innovative Customer Service Manager who effectively executes process changes to improve operational efficiency.

EXPERIENCE

Softlines Manager I
Sports Authority - NOVEMBER 2012 – 2020

- Started off as cashier and moved my way up to a supervisor of the front end to a manager.
- Successfully managed the activities of team members in multiple locations.
- Worked in the Rockville location.
- Transferred to Laurel to help open their store and stayed to help manage.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Teached, trained, and developed was our goal.
- Helped everyone be self sufficient.

Softlines Manager
Delta Corporation - 2008 – 2012

- Apparel and Footwear department manager.
- Directed service, operational and merchandising functions within softlines categories of a Kmart retail store.
- Security System, Safe, Cash and Credit Card Handling Employee Hiring/Training/Scheduling/Terminating Handling Customer Complaints Pricing, Stocking, .
- Developed effective merchandising techniques and strategies to meet financial goals/requirements; through the enforcement of loss control policies/.
- Trained, designed, planned and scheduled requirements to exceed corporate expectations.
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

- Construction Management - (Montgomery College - Rockville - Rockville, MD)

SKILLS

Data Entry, 10 Key, 75+ Wpm, Microsoft Word, Excel, Outlook, PowerPoint, PDF.