ROBERT SMITH

Contract Store Director

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

SUMMARY

Motivated team player with 22 years experience in the grocery and retail industry with creative problem solving which delivers results. Enthusiastic self-starter who can boost productivity and foster efficiency. Professionally committed to superior customer service and support in a fast paced environment. Prepared to excel in a full time position with a company that will utilize my skills and experience for the success of the company.

CORE COMPETENCIES

Microsoft excel, Microsoft office, Human Resources, Leadership Development, Inventory Management, Customer Service, Project Management, Leadership Training, Hiring.

PROFESSIONAL EXPERIENCE

Contract Store Director

ABC Corporation - 2008 – 2010

Key Deliverables:

- Responsible for overall store operations and management of all departments.
- Manage and execute the best practices to increase sales and profitability.
- Create an environment that demonstrates commitment and vision to provide a quality atmosphere.
- Promote, develop and identify individuals abilities and skills.
- Effectively communicated and implemented the company vision, policies and expectations while keeping open channels for ideas and feedback for individual performance improvement.
- Responsible and accountable for motivating managers by delegating work assignments and goals for each department.
- Continuous exceptional guest services and promoting team members to exceed customer expectations.

Store Director

ABC Corporation - 2004 – 2008

Key Deliverables:

- Facilitated total store operations.
- Exceeded daily revenue goals, developed Operations Managers and Assistant Managers, and (with the help of five Team Supervisors and a store staff of nearly 80+ associates) delivered a differentiated guest experience.
- Analyzed numerous reports daily and explored new avenues to receive profitable results.
- Top 20 Award Winner for overall Customer First (CSAT) satisfaction scores Kenexa Survey (store associate satisfaction analysis) results increased 17 basis points Successfully promoted multiple supervisor and manager positions Top 10% in

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company home theater, computer and digital center attachment reports Divisional Trainer Responsible for the Technology and Roadshop (car audio) departments.

- Traveled the Southeast Division to 10 locations from West Virginia to Alabama.
- Successfully "turned around" ten underperforming locations (chosen by declining Net Operating Profit totals for the year).
- Produced the #1 "turn around" store with a 61% stores sales increase.

EDUCATION

- (Florida Gateway College - Gateway, FL)

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