

ROBERT SMITH

Part-time Store Manager

info@qwikresume.com | <https://Qwikresume.com>

Highly motivated, teamwork and communication-oriented Franchise Owner And Store Manager with strong accountability to embrace the corporate vision and values of a progressive organization by serving in a challenging career-oriented position. To be a member of a team requiring a well-rounded, experienced professional, where I can contribute to the organization's goals for mutual growth.

APRIL 2013 - PRESENT

PART-TIME STORE MANAGER - ABC CORPORATION

- Presenting tire products and automotive service to customers while developing retail merchandizing skills in order to provide professional, timely and courteous customer service.
- Demonstrating a high level of energetic responsiveness to every customer, on the phone or in the store.
- Listening closely to each customers needs, documenting and determining the best possible response and solution.
- Communicating accurately with technicians to establish time commitments that meet the standards and exceed customer requirements.
- Using company documents to communicate clearly with customers and co-workers in ensuring exceptional customer care.
- Following proper exit procedures, explaining all warranties and options to all customers, thanking them and display appreciation for their business.
- Selecting, coaching and developing store teammates as well as merchandising, advertising and promotion of products and services.

APRIL 2011 - APRIL 2013

STORE MANAGER - ABC CORPORATION

- Handled all administrative aspects of the sale including completing customer contracts and warranties, pulling products from inventory, accepting customer payments and filing the completed orders.
- Maintained and safeguard all customer and store files to the utmost security.
- Trained and lead the team to schedule traffic trends and patterns and customer shopping trends in a beach location.
- Tracked store numbers to make sure each employee and the store would meet incentive goals.
- Ensured customer satisfaction by addressing customer concerns, demonstrating empathy and resolving issues.
- Conducted initial interview with clients to determine needs and process transaction when applicable.
- This is Dummy Description data, Replace with job description relevant to your

current role.

EDUCATION

Automotive Technology - 2001(Alfred State College - Wellsville, NY)
High School Diploma - 1995(Canisteo Central School - Canisteo, NY)

SKILLS

Inventory Management, Opening And Close Large Retail Stores, Cash Management, Employee Management, Store Set Up, Scheduling