

Name Name

Personal Details:

Address: Address Line 1, Address Line 2
Phone: xxx xxx xxx
Email: xxxx@xxx.com

Professional Summary:

Customer service professional with over 20 years of experience delivering and managing within the retail space. Exceptional skills in communication, time management, conflict resolution and solving complex problems in addition to strong customer and stakeholder management skills. I am seeking a challenging opportunity to combine inventory management and superior customer service in an exciting career environment.

Employment History:

Month Year – Present

XXX Manager, Retail Store Name

Responsibilities:

- Improving the process and management of the physical inventory as well as management of a small team
- Executing critical inventory management techniques with a particular focus on shelf availability and stock on hand integrity
- Managing the seamless flow of product from receipt to customer
- Ensuring all queries are responded to and resolved in a professional and timely manner
- Supporting the team through successful leadership, coaching and development
- Implementing strategies to set clear expectations and motivating team members to meet/exceed KPI's

Achievements:

- Gaps on shelves reduced from over 500 to between 80-100
- Return to vendor reduced from 240 to 15
- Safety 1000+ days without loss of time due to injury
- Negative stock on hand maintained at 0 daily
- Freight flow audits consistently achieved 95% +

Month Year – Month Year

Department Manager – Retail Store Name

Responsibilities:

- Driving sales staff to achieve set sales targets
- Resolving all customer disputes and complaints in a timely manner
- Day to Day running of the department including creating rosters, ordering of stock, tying up brochures, On Shelf Availability & ensuring all staff training is up to date.

Achievements:

- Numerous Top 3 rankings with regard to kitchen and cooking appliance sales
- Achieved Year to Date budgeted profit (+\$xxx,xxx)

Month Year – Month Year
Sales Manager, Retail Store Name

Responsibilities:

- Driving sales staff to achieve set sales targets
- Resolving all customer disputes and complaints in a timely manner
- Ensuring all visual merchandising standards are adhered to
- Day to Day running of the store including placing customer orders, ordering stock, creating rosters, conducting stocktakes, cash handling, holding OH&S meetings and keeping ticketing and promotions up to date
- Studying store financials to achieve targets with regard to aged, deleted and slow moving stock.

Achievements:

- Decreased slow moving stock by 85% in a 3 month period by devising effective sales strategies and tracking stock movement
- Achieved 100% compliance in annual stores audit including stocktake and store operating procedures
- Achieved strict sales targets whilst managing, training and developing a team of 15 staff.
- Helped create company's customer service program ****program name****

Education / Qualifications:

- Year - **Course Name**
- Year - **Licence Name** (Expiry date: xxxx)
- Year - **Licence Name** (Expiry date: xxxx)

Referees:

Available upon request
