

JOHN SMITH

City Location, State & Zip ♦ 666-555-4444 ♦ johnsmith@email.com

PROFESSIONAL SUMMARY

- **Experienced Professional:** Offering 20+ years of senior management experience in fast-paced retail settings that require a combination of time management, attention to detail, team leadership, and problem-solving skills
- **Well-Rounded & Motivating Leader:** Adept at recruiting, hiring, and developing dynamic teams to build a well-qualified workforce; maximize revenue by establishing sales goals and enforcing performance standards
- **Effective Communicator:** Highly skilled at addressing customer concerns, responding to team feedback, coordinating meetings, and relaying complex information while simultaneously handling other key requirements
- **Results-Focused Manager:** Excellent track record of boosting revenue, enhancing customer service, and streamlining operations; generated \$13M in annual sales; opened a large showroom; supervised 20 employees

KEY AREAS OF EXPERTISE

- General Management
- Strategic Marketing
- Customer Relationship Building
- Establishing Objectives
- Visual Merchandising
- Analyzing & Managing P&L
- Business Management
- Team Leadership
- Budgeting & Planning

CAREER HIGHLIGHTS

Employer Name | First Grade Teacher **2020 – Present**

- Utilize teaching experience, exceptional communication skills, and a background in staff training in this new role
- Work competently with both BAM and virtual students while adhering to school policies and programs
- Establish engaging lessons and foster a creative, fun, and safe learning environment for a dynamic class

Employer Name | Assistant Manager **2018 – 2020**

- Secured \$30M in annual sales revenue by maintaining a results-focused work ethic and sales team
- Competently supervised approximately 40 associates, ensuring they met and surpassed all company standards
- Oversaw a showroom as large as 300K sq. ft. while helping a wide range of customers with their purchases

Employer Name | General Manager **2018**

- Ensured sales revenue remained at the correct level by providing top-notch customer service and solving issues
- Built a successful team of professionals by establishing goals, enforcing standards, and providing mentorship
- Controlled inventory, handled visual merchandising, and reported key information accurately on a regular basis

Employer Name | General Manager **2016 – 2018**

- Played a pivotal role in the successful opening and launch of a new 18K sq. ft. retail showroom for the company
- Recruited new team members, provided training on customer relationship building, and oversaw sales efforts
- Maximized revenue by increasing brand awareness through key events and engaging marketing initiatives

Employer Name | Showroom Manager **2015 – 2016**

- Leveraged superior communication and leadership skills to supervise 20 store employees
- Facilitated sales meetings and conducted performance assessments to ensure all objectives were being met
- Created reports and Excel spreadsheets in addition to, created store displays and visual merchandising setups
- Handled building maintenance requirements while also overseeing inventory management and product deliveries
- Led the implementation of policies that increase sales revenue, leading to record growth in YoY sales

Employer Name | Jewelry Manager / Shop Manager **2014 – 2015**

- Earned a promotion to Shop Manager after demonstrating substantial expertise in sales and customer service
- Spearheaded the establishment and successful launch of a newly-leased store within Bloomingdales
- Worked cross functionally with HR personnel to help develop new customer-centric practices for all employees

Employer | Area Manager **1993 – 2014**

- Strategically managed three separate locations and a warehouse while also handling other key business aspects
- Pioneered the addition of new product lines while also increasing sales across all three locations for the company
- Opened three successful stores by driving marketing initiatives, managing finances, and coordinating sales

EDUCATION

University | Bachelor of Science – Advertising & Marketing