

Thomas Crown

Store manager resume

AREAS OF EXPERTISE

Store concepts

Customer service

Team leading

Visual merchandising

IT literate

Resolving customer complaints

Staff scheduling

Sales development

Density analysis

Cost & stock control

PROFESSIONAL

First Aid

German Speaker

PERSONAL SKILLS

Attention to detail

Tenacious

Articulate

Influencing skills

PERSONAL DETAILS

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Driving license: Yes

PERSONAL SUMMARY

A immaculately presented, articulate and well spoken store manager, who possesses a keen eye for trends and a passion for the retailing industry. Highly commercial with an understanding of the importance of customer service and product knowledge, Thomas is a driven and tenacious manager with an energetic and enthusiastic approach to all duties. He is motivated by success, target driven, and able to be a role model for other all employees. Having a proven ability to drive sales, he is able to recruit, select, train and develop exceptional staff whilst ensuring that team members deliver outstanding customer service at all times. Now looking to work for a company that promotes from within and rewards the highest achievers.

WORK EXPERIENCE

Retail Supermarket - Coventry

STORE MANAGER June 2010 – Present

Fully accountable for all the operational activity in the store, and providing clear leadership to the team and leading by example in all areas of the business. Working hard to ensure that all store and company sales targets, operations goals and policies are met.

Duties:

- Ensure customer service is of the highest standards at all times.
- Managing a team of over 15 staff, including sales executions & assistant managers.
- Planning events and promotions for the store.
- Interviewing and recruiting new staff.
- Organising staff training and development.
- Implementing and controlling store procedures.
- Establishing, managing and regularly reviewing the store grading systems to ensure optimum stock levels.
- Overseeing stock control and receiving orders.
- Analysing sales figures and forecasting future sales volumes to maximise profits.
- Using IT databases to record sales figures, for data analysis and forward planning.

Convenience Store - Walsall

RETAIL ASSISTANT April 2010 – June 2010

KEY SKILLS AND COMPETENCIES

- Aware of all due diligence requirements, such as stock rotation, red alerts, and product restrictions.
- Knowledge of managing productivity, individual targets, and employee relations.
- Experience of Profit & Loss account analysis.
- Shrink and Waste Management.
- Knowledge of all relevant retailing legal, professional and ethical requirements.
- Driving and delivering store Key Performance Indicators (KPI's).
- Experience of MI Analysis, particularly cash loss, dry stock loss & waste.
- People Management experience, including labour and disciplinary management.

ACADEMIC QUALIFICATIONS

Nuneaton University 2008 - 2010

BA (Hons) Retailing

Coventry Central College 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.