

# RESUME 959

## OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company as a *Sales Manager, Tax Preparer, or other position as applicable*, utilizing my skills, formal training, expertise.

## SUMMARY OF QUALIFICATIONS

- Over 10 years' experience in sales management, providing uncompromising highest standards of customer service in the retail store industries, assisting both internal and external customers with their product/service requests, requirements, and selections, developing effective solutions customized to individual needs, and resolving issues to their complete satisfaction
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills, guiding and directing individuals to maximize productivity and personal potential
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Consistently meets and/or exceeds all daily quotas and objectives with an overriding focus on customer service
- Trains new personnel upon supervisor requests, delegating work orders to ascertain comprehension of job duties and responsibilities, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Performs inventory management utilizing handheld barcode scanners, uploading data to computer systems, and reporting surpluses and deficiencies to upper management
- Excellent communications, math, analytical, detail-oriented and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes projects on time or ahead of critical deadlines
- Dependable, highly organized, follows directions precisely, and adapts to nearly any work setting
- Works well with little to no supervision and/or collaboratively in a team environment

## VOLUNTEER EXPERIENCE

2014 - Current *Hope Before Heaven*  
Gowanda, NY

- Providing supplemental funding for emergency medical care for dogs and cats in Western New York.
- Assist with fund raising efforts by setting up tables in high traffic areas and assist customers with purchases.
- Contact local businesses and residents in order to put together various items and monies for raffles.
- Participates in the organization and implementation of basket raffles and other events to attract donations.
- Collected and sold baked goods at events to increase contributions.

## PROFESSIONAL EXPERIENCE

10/11 – 12/11 *Store Manager*

10/06 – 12/10 Hickory Farms, Niagara Falls & Amherst, NY

- Established and implemented policies, goals, objectives, and procedures for the department.
- Hired, trained, and evaluated personnel, promoting or firing workers as appropriate.
- Maintained knowledge of sales and promotions, policies regarding payment and exchanges, and security.
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, and coupons, balancing cash drawers, and making deposits.
- Hired, trained, and evaluated personnel in sales or marketing establishments, promoting or firing workers.
- Performed inventory management, ensuring correct amount of product on hand and researching discrepancies.

04/09 – 07/10 *Assistant Manager / Key Holder*  
Vitamin World, Niagara Falls, NY

- Provided customer service by greeting and assisting customers and responding to customer inquiries.
- Processed customer returns and exchanges to ensure satisfaction.
- Planned and prepared work schedules and keep records of employees' work schedules and time cards.
- Conferred with company officials to develop methods and procedures to increase sales and promote business.
- Set-up displays to attract impulse purchases and sell advertised product according to the plan-o-gram.

03/03 – 02/06 ***Owner / Operator***

Bits & Pieces Tack & Western Wear Emporium, Lockport, NY

- Directed and coordinated activities involving sales and service or other subjects of sale.
- Executed daily operations of store policies, including opening & closing procedures, ranging daily numbers and P&L statements and layouts.
- Reviewed operational records and reports to project sales and determine profitability.
- Examine, select, order, or purchase merchandise consistent with quality, quantity, specification requirements.
- Monitored customer preferences to determine focus of sales efforts.
- Planned and coordinated advertising campaigns and sales promotions, and prepared merchandise displays.
- Directed, coordinated, and reviewed sales and service accounting along with receiving and shipping operations.
- Reviewed inventory and sales records to prepare reports for budgeting.

05/99 – 02/03 ***Training Manager***

Dollar General, Western NY

- Opened multiple Dollar General locations across Western New York, including Lockport, and Batavia.
- Coordinated the orientation and training processes for new or promoted employees.
- Taught managers to develop leadership skills in supervisors; trains supervisors in employee evaluation and development.
- Redesigned and monitored the supervisory development process by improving the selection of mentors, and developing standards and monitoring the progress of candidates.
- Trained managers in training techniques and skills for training and dealing with employees.
- Provided the tools and skills necessary to implement the Development Review Process for employees.
- Assisted the management team to determine individual career development.
- Maintained a clean, well-organized store; facilitated a safe and secure working and shopping environment.
- Ensured the financial integrity of the store through strict cashier accountability, key control, and adherence to stated company security practices and cash control procedures.

**EDUCATION, TRAINING & ACHIEVEMENTS**

***High School Equivalent***

Niagara Falls Community Education Center, Niagara Falls, NY