

# Mark Clive Assistant Manager

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## PERSONAL STATEMENT

An inspirational leader, and an expert motivator who is hungry to learn and keen to develop his career further. Mark has the ability and determination to succeed in any fast-paced, retail environment. He can bring fresh ideas, new perspectives, a diversity of experiences, and a dedication to service to any company that he joins. He is always committed to achieving operational goals, standards, and sales targets, and has a proven track record of consistently getting results. He is currently looking for a responsible position in the management team of a busy store, where he will have the opportunity to develop in a variety of challenging roles.

## AREAS OF EXPERTISE

### MANAGEMENT

- Ensuring that all work is carried out to the highest standards.
- Able to take on and do the duties of a general manager.
- Experience of leading multi-discipline teams and working with external bodies.
- Developing and motivating teams to do better.
- Always driving for continuous improvement of performance.
- Ability to handle emergency situations as they arise.
- Able to deputise in a manager's absence.
- Good understanding of Human Resources.

### PERSONAL

- Having a hands-on attitude to all work related and managerial issues.
- Approachable with a friendly outgoing personality.
- Extensive PC skills including MS Outlook, MS Word, and MS Excel.
- Physically fit and able to stand and walk for long periods of time.
- Trustworthy and able to work in total confidence.
- Ability to work positively with others.
- Willingness to learn new skills.
- Logical, passionate and determined when approaching problems.

## CAREER HISTORY

### *Retail Store - Coventry*

ASSISTANT MANAGER April 2009 – Present

Responsible for leading a team and selling products and service to customers. In charge of ensuring that store meets its sales targets and operational goals, all whilst adhering to the company's policies and procedures.

### *Duties*

- Assisting the General Manager at operational level in the planning and execution of all work related duties.
- Running promotional campaigns to market products.
- Ensuring that all Health & Safety guidelines and procedures are maintained and implemented.
- Proactively building, developing and maintaining relationships with all staff members.
- Disciplining employees when required.
- Identifying staff training needs.
- Communicating information to staff and supervisors in a professional manner.
- Assisting customers with their questions, problems and complaints.
- Managing promotional and seasonal merchandise.
- Assisting in the recruitment, training and development of staff.
- Supporting customers and other members of the team with sales advice and product support.

### *Clothes Store - Coventry*

TRAINEE MANAGER June 2008 – April 2009

## ACADEMIC QUALIFICATIONS

Birmingham North College	2005 - 2008	Sales and Marketing Degree
Birmingham South School	2003 - 2005	A Levels: Maths (B) English (A) Physics (C) Geography (A)

REFERENCES – Available on request



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