

## Personal statement

An enthusiastic, positive and motivated professional, who understands that delivering fantastic customer service is the key to generating sales. Adrian always leads by example, and has a clear and concise approach to work related issues. He is very hands-on, organised, and capable of balancing his daily duties and with the ability to drive a business forward. He is hungry for success, and is someone who can inspire people, encourage development, and build strong teams. Right now he is looking to work in an environment that is both rewarding, challenging, and which offers real career progression opportunities.

## Employment History

### City Centre Retail Store - Coventry

**RETAIL ASSISTANT MANAGER**      **April 2009 - Present**

Assisting in the day to day running of the store and responsible for the effective management and welfare of staff as well as ensuring that all objectives are met with maximum efficiency at the minimum cost and to the highest quality standards.

#### Duties:

- Opening and closing the store and ensuring the security of the building.
- Professionally handling customer complaints to a positive outcome.
- Maintaining adequate stock level.
- Always maintaining an appealing and organized store appearance.
- Manage planned and unplanned absence.
- Discussing training needs with individual staff members.
- Overseeing the receipt of deliveries and the dispatch of goods or stock.
- Accurately completing all administrative records.
- Monitoring the market and looking out for trends and the latest fashions.

### Clothes Shop - London

**TRAINEE MANAGER**      **October 2008 – April 2009**

### Stationary Store - Watford

**RETAIL SUPERVISOR**      **June 2008 – October 2008**

## Areas of Expertise

Safety compliance	Stock takes	Prioritising tasks	Positive attitude
Customer satisfaction	IT skills	Commercial awareness	Visual merchandising
Retail management	Administrative duties	Marketing	Customer service

## Managerial and retail skills

- Focused, hard working, energetic and reliable.
- Ability to continually maximize business sales and opportunities.
- Knowledge of store standard operating procedures (SOP's).
- Always having a sense of urgency and attention to detail.
- Leading by example in terms of sales and customer service.
- Always maintaining high standards of customer service whilst adhering to all company policies.

## Academic Qualifications

Birmingham North University - 2005 - 2008 - Retail BA (Hons)  
 Sales & Marketing - Diploma  
 Birmingham South College - 2003 - 2005 - Commerce Diploma

**References** - Available on request.



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