

ASSISTANT MANAGER

Trevor Cunningham
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Career summary

A fully committed, capable and confident assistant manager who possesses the required vision, ability, drive and enthusiasm needed for successful retail management. A highly organised and consistent individual who can quickly comprehend complex managerial scenarios. Now seeking to harness over three years of practical managerial, retail and customer service experience in a suitable leadership role.

Key skills

PROFESSIONAL EXPERIENCE AND ABILITIES

- Updating work colleagues on business performance, new initiatives and related issues.
- Providing focus and direction to subordinates.
- Decision making and problem solving.
- Work scheduling that improves employee performance and reduces absenteeism.
- People management.
- Cost control, budget control and financial management.
- Motivating employees to do better.
- Accuracy and attention to detail.
- Ability to work as part of a team.
- Sales, marketing and merchandising.
- Effective administrative procedures.
- Ensuring high levels of customer satisfaction.
- Superb oral and written communication skills.
- Flexible, open to ideas and willing to learn.
- Extensive commercial awareness.
- Leadership skills.
- Communication, coordination and analysis skills.

Career history

ASSISTANT MANAGER – Fashion Retail Store

Jan 2010 – Present

Responsible for the tasks delegated by the store manager. In charge of the workplace and ensuring it's smooth running and operation in the absence of the manager. Providing support to the manager in the planning and executing of all complex activities and tasks. Doing this by highlighting the impact, risks and consequences of any managerial decisions and also coming up with possible alternatives and different perspectives to business problems. Creating a constructive environment and organizing brainstorming sessions where ideas can be generated from all involved stakeholders. Also responsible for building goodwill & loyalty from customers. Auditing the work environment to ensure compliance with Health & Safety standards.

ASSISTANT MANAGER – Department Store

Feb 2009 – Dec 2010

Next in line to the general manager and responsible for running the overall store operations. Fully accountable for increasing sales, ensuring efficiency and for maintaining the highest retail standards. Also involved in setting priorities and deciding on which important and urgent tasks need to be done immediately and which ones can wait. Making an agenda and planning to forestall any events rather than simply reacting to events. Ensuring that staff do not get bogged down in mundane and repetitive tasks and working to create a constructive and challenging environment for them so that they will not get bored. Defining the objectives for the business by strategically planning and setting achievable and realistic goals. Only doing this after assessing the companies resources, capital and people. When required rewarding and also disciplining the performance of employees.

TEAM LEADER – Electrical Appliance Retailer

Jul 2007 – Jan 2009

Being the registered key holder for the business, responsible for the premises security and for opening the building in the morning and closing it at night. In charge of handling all customer complaints diplomatically and ensuring they are resolved amicably. Also involved in serving customers, recruiting staff and promoting their continuous training and development. Striving to build strong marketing foundations by utilising specialist software & information technology for forward planning, data analysis and record keeping. Creating a constructive yet relaxed working environment where operational development & team efficiency is the number one priority. Having a hands on approach & leading by example. Possessing extensive knowledge of branded products, services & merchandise & working hard to ensure that service to customers is consistently high. Ensuring effective visual merchandising is applied throughout the store.

Education

NUNEATON UNIVERSITY 2004 - 2007

Business Management BA (Hons)

COLLEGE Coventry 2002 - 2004

A Levels; English (A) Physics (D) Geography (C)

SCHOOL Coventry 1997 - 2002

GCSE; Math (B) English (A) Physics (D) Geography (C)
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References

Available on request.

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