

Linda Blair

Retail Manager

AREAS OF EXPERTISE

Business Development

Customer Satisfaction

Administration

IT Knowledge

Report Writing

Visual Merchandising

IT skills

People Management

Retail Marketing

Improving inefficiencies

Operations Management

Retail Logistics

Retail Buying

CAREER STATEMENT

"I feel that my greatest strengths are firstly my ability to provide effective line management to all the retail staff who I am responsible for. Secondly my skill at improving efficiencies of retail trading operations to maximise revenue, thereby help to ensure that all sales targets are met. Thirdly my real passion for the retail industry as a whole which allows me to spot trends and changes in fashion before they become mainstream".

Linda Blair

PERSONAL SUMMARY

An ambitious, creative and highly motivated individual, who has a passion for the retail industry and an uncompromising commitment to quality and outstanding customer service. Having a proven track record of maximising retail sales by providing an enjoyable shopping experience for customers, and a comprehensive management, planning and support service to all retail staff. Able to create a unique experience for customers by giving them easy access and guidance to all store department from beginning to end.

Linda is currently looking for a managerial position and a career advancement opportunity with a company that will not only challenge her professionally but will also allow her to develop her knowledge & potential still further.

Major Department Store – Birmingham

RETAIL MANAGER April 2009 - Present

Responsible for managing the day-to-day operation of the store, as well as setting customer service standards, and launching initiatives to hit sales targets. As well as developing and motivating a team, whilst ensuring everyone adheres to company policies and procedures.

- Driving operational, visual and customer service standards in store.
- Monitoring and reviewing store performance on a regular daily, weekly and monthly basis.
- Implementing store compliance and health and safety procedures.
- Maximising sales through effective merchandising and marketing.
- Deciding on store layouts.
- Recognising and rewarding good staff performance.
- Monitoring product availability levels throughout the day and replenish stocks to ensure 100% availability.
- Developing business links within the local community.
- Working with the visual team to manage displays within the store.
- Recruiting the right people with the right behaviours in to the right jobs and ensuring they are given access to the right training.
- Actively monitoring competitor activity.
- Managing the stores budget, and keeping costs under control.
- Getting feedback and capturing data from customers.

Fashion Department – West Bromwich

TEAM LEADER July 2008 – April 2009

Leading and motivating colleagues in everything from stock replenishment, customer service right through to setting up displays and driving sales. Deputising in the absence of department managers, and doing everything possible to drive the business forward.

- Leading, driving, energising and motivating teams to do better.
- Planning and delivering initiatives for market growth.
- Providing a safe and secure retail environment for shoppers.
- Proposing and implementing promotions and special offers.
- Deciding on service standards.
- Mentoring new employees.
- Controlling and maintaining the budgets and expenditure.
- Implementing and managing the shops security and anti theft policies.
- Ensuring the store operates efficiently and effectively in all operational areas such as stock control, admin and presentation.

PERSONAL SKILLS

Deadline Led

Time Efficient

Decision Making

An Eye for Detail

Excellent Communicator

Tactful & Articulate

Problem Solving

Administrative Organising

Team Player

Conflict Resolution

Professional Mannerisms

Integrity

PROFESSIONAL

Level 1 Award in Retail Skills (City & Guilds)

German speaker

French speaker

First Aid Qualified

PERSONAL DETAILS

*Dayjob Ltd
The Big Peg
120 Vyse Street
Birmingham B18 6NF*

*T: 0870 061 0121
E: info@dayjob.com*

Retail Shop - Coventry

RETAIL ASSISTANT March 2007 – July 2008

Clothes Store - Birmingham

STORE ASSISTANT July 2006 – March 2007

KEY COMPETENCIES AND SKILLS

Retail

- Quickly responding to customer complaints, requests and comments.
- Brand Integrity and market awareness.
- Developing customer service procedures, policies & standards.
- Driving operational, visual and customer service standards in store.
- Commercial & Business awareness.
- Able to come up with new ideas.
- Comprehensive knowledge of all relevant health and safety issues.
- Ability to organise & prioritise workload within a retail setting.
- Effectively maintaining stock levels and ensuring the quality of supplies.
- Always putting the customer first.

Managerial

- Analysing and researching trends within the retail sector.
- Personally ambitious and achievement focused.
- Putting customers at the heart of all decisions.
- Managing stressful situations.
- Able to tactfully deal with difficult customers.
- Enforcing strict rules and regulations in the workplace.
- Clearly communicating corporate information to staff.
- Strong organisational capabilities.
- Selecting, building relationships with and managing suppliers.
- Implementing pricing strategies.

Personal

- Possessing a professional, focused and understanding attitude towards customers.
- Committed to continuing education and training.
- Ability to respond quickly to emergencies.
- Able to work closely with other medical professionals as part of a team.
- Strong influencing and communication skills.
- Ability to pick up new skills and knowledge quickly.
- Having a flexible attitude and positive approach.
- Ability to concentrate for long periods.
- Responsible attitude & willing to undertake additional professional responsibilities at local, regional or national levels.
- Willing to work evenings, early morning and weekends.

ACADEMIC QUALIFICATIONS

Birmingham North University 2003 - 2006
Retail Management BA (Hons)

Birmingham South University 2001 - 2003
A Levels: Maths (B) English (A) Physics (C) Geography (A)

REFERENCES – Available on request.

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