

Judith Harris

Retail Manager

AREAS OF EXPERTISE

Visual communication

Stock management

People management

Operational management

Merchandising standards

Cash management

Analysing statistical data

PROFESSIONAL

NVQ Level 2 in Retail Skills

Diploma Retail Skills

PERSONAL SKILLS

Team work

Decision making

German speaker

Perseverance

Attention to detail

Confidence

PERSONAL DETAILS

*Judith Harris
The Big Peg
Birmingham
B18 6NF*

T: 0870 061 0121

M: 0887 222 9999

E: info@dayjob.com

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A highly experienced professional who possess the required level of retail management experience needed to inspire, lead, develop and motivate staff, thereby helping them to achieve outstanding results through passion, innovation and support. Key qualities include innovation in product range and responsiveness to market trends, as well as being able to give superb product knowledge training to junior staff so they can deliver industry leading advice and service to customers.

Having a real passion for retailing, with a strong desire to exceed customer expectations. Currently looking for a suitable position with a exciting retailer who promote from within and rewards achievers.

WORK EXPERIENCE

High Street Fashion Store – Birmingham

RETAIL MANAGER June 2010 – Present

Having overall accountability for growing the sales and profitability throughout each area of the store. Managing teams to deliver KPI's and compliance throughout the operation, as well as delivering excellent standards of customer service.

Duties:

- Driving and maximising the sales and profitability of the store to achieve growth.
- Monitoring and review staff and store performance on a regular basis.
- Driving sales through maximising team performance.
- Organising, preparing and arranging promotional materials and displays.
- Maximising sales through effective merchandising.
- Leading by example in all aspects of the role.
- Recruiting, training, supervising and appraising staff.
- Maintaining accurate statistical and financial records.
- Creating a combination of real value for money and outstanding customer service.
- Able to positively challenge and support the team and manage both good and poor performance.

KEY SKILLS AND COMPETENCIES

- A comprehensive understanding of retail laws, security & health and safety issues..
- Creating short and long terms business plans.
- Self motivated and resilient.
- Proactive and able to use initiative when solving problems.
- Commercial awareness with superb business skills.
- Having a fast moving `can do` attitude.
- A capacity for innovation.
- Good IT skills and knowledge of the latest retail software systems.
- Able to develop staff through performance management.

ACADEMIC QUALIFICATIONS

BSc (Hons) Retail Marketing
Nuneaton University 2008 - 2010

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2005 - 2008

REFERENCES – Available on request.

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