

MARY JONES

RETAIL MANAGER

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Summary

A well presented, articulate and focused individual who has a passion for delivering quality service and putting the customer at the heart of everything she does. Possessing a long track record of making sure her shop floor colleagues are getting everything just right, she is used to playing a integral part in the success of a store. Mary recruits the right people with the right behaviors in to the right jobs and ensures they are given access to the right training, from induction through to any specialist training required to do the job better. One of her key strength is the ability to only make effective decisions based on a thorough analysis of the data, and using this to drive business performance. Right now she is looking for a big stage for her talents with a reputable company that will allow her to grow her career and flourish within a stimulating environment.

Skills

Management

Forward planning
Store management
Superb motivator
Selling techniques
Organisational skills
Staff recruitment
Cost control
Brand management
Effective rostering

Retail

Managing stock levels
Customer service skills
Office administration
Product advertising
Commercial awareness
Sales development
Conflict resolution
Writing store plans
Competitor analysis

Personal

Rapport building
Coaching skills
Desire to win
Presentation skills
Self motivated
Analytical mind
Competent
Negotiating skills
Enthusiastic

Career

RETAIL MANAGER

May 2011 - Present

Retail Shop - Birmingham

Responsible for ensuring that the store is fully operational for the start of the business day, for example by taking responsibility for opening up, preparing tills, stock checks, setting out the store and securing the store at the end of the day.

- Setting individual team member targets which align to store targets.
- Continually seeking ways of increasing customer loyalty, retention, satisfaction & spend.
- Using information technology to record sales figures.
- Delivering daily team briefings.
- Monitoring competitor activity and local trading patterns.
- Delegating tasks effectively and appropriately to create self-managing teams.
- Conducting observations and performance reviews and providing developmental feedback.
- Implementing and maintaining controls to ensure effective cost management of the store.

ASSISTANT RETAIL MANAGER

Employment dates

Company Name

Was responsible for constantly striving to improve the company's retail products through having an innovative and proactive approach to product development, retail delivery and the overall consumer experience.

- Overseeing all store operations.
- Generating and controlling the stores financial budgets.
- Informing staff of new updates and general developments in the company.

- Interviewing new candidates.
- Giving colleagues honest feedback to improve their performance and be at their best.
- Providing staff with clear direction about their responsibilities and objectives.
- Implementing company procedures and plans.
- Ensuring the back stock crew is doing their job properly.
- Monitoring product availability levels throughout the day & replenishing stocks accordingly.
- Disciplining junior staff when required to.

CUSTOMER ASSISTANT
Company Name

Employment dates

CUSTOMER ASSISTANT
Company Name

Employment dates

Key Competencies

RETAILING

- Ability to analyse and interpret trends to facilitate planning.
- Able to build a results-focused team of colleagues.
- Having a passionate, energetic and innovative approach to achieving results.
- Delivering results on time, cost & quality in a pressurised & trade unionised environment.
- Always seeking to exceed monthly targets.
- Delivering visual excellence.
- Can create a unique shopping experience for customers.

MANAGERIAL

- Driving continual performance improvements.
- Making the most of every opportunity and challenge.
- Able to react quickly to changes.
- Having the ability to inspire trust and loyalty in a team.
- Happy to work in a target driven sales environments.
- Great organisational and prioritisation skills.
- Always treating customers with respect and empathy.

Academic

Nuneaton University 2003 – 2006
Accounting and Finance BA (Hons)

Nuneaton College 2001 – 2003
A levels: Math (A) English (C) Physics (B) Geography (D)

Leadership & Management City & Guilds
Diploma in Business & administration City & Guilds

List any training achievements or awards right here
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References

Available on request.



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