

Maxine Curry

Retail Operations Manager

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PERSONAL SUMMARY

Maxine is an ambitious individual who goes out of her way to spend time in each outlet with the retail shop teams and customers so as to understand and identify important business issues in order to develop and implement better strategies. She is the type of person who gets a kick out of going above and beyond the call of duty and has the proven leadership skills along with the necessary tenacity needed to get the most demanding of jobs done. Right now she is looking for an opportunity to build a career with a company that has a friendly, flexible working environment where she can learn, develop and thrive.



CAREER HISTORY

High Street Store - Coventry

RETAIL OPERATIONS MANAGER Sep 2014 – Present

Responsible for shaping the retail strategy within the business, ensuring that plans work and taking decisions on matters relating to day to day retail operations.

Duties:

- Using feedback from other departments to integrate each stores retail strategy with the company's other activities.
- Increasing the departments sales revenue by improving retailer engagement and maximising profit margins.
- Managing the performance of individual Retail Area Managers, Shop Managers, store employees and volunteers.
- Creating best practice manuals as guides for all Store Managers and if necessary explaining what's in them.
- Ensuring that retail shops operating in the designated area achieve set income, profit and customer service targets.
- Making sure that staff performance issues are addressed and resolved in an appropriate and timely manner.
- Making sure that team leaders & company employees have all the tools they need to get their jobs done properly.

Marketing Company - Coventry DUTY MANAGER Jun 2012 - Sep 2014

Distribution Company - Leeds TRAINEE MANAGER Jan 2010 - Aug 2012

PROFESSIONAL SKILLS

Management

- Promoting a customer care approach within the retail business, by quickly investigating cases of poor client care.
- Can build a motivated and high performing team through effective leadership, line management and staff training.
- Super organised and never leaving anything to chance by making sure that there is a plan b for everything.
- Producing and presenting a range of financial/non-financial reports for senior management & the Board of Trustees.
- Sourcing and procuring retail products that can be sold through the company's retail stores across all territories.
- Open to constructive feedback & always listening carefully to what employees have to say about the company.

Personal

- Open minded and have the ability to see the big picture not matter how complicated or confusing things get.
- Adhering at all times to the strictest interpretation of all relevant Codes of Practise and Professional Conduct.
- Superb communication skills & able to develop good working relationships with colleagues and other managers.

ACADEMIC QUALIFICATIONS

South East University 2006 - 2009 Business Management Degree

North East College 2005 - 2006 Diploma in Management

Sparkbrook College 2004 - 2005 Diploma in Business Administration

Sparkbrook College 2004 - 2005 Diploma in Marketing

Coventry School 2000 - 2004 A levels: Maths (A) English (B) Technology (B) Science

REFERENCES - Available on request



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