

Maxine Curry

Shift Manager

AREAS OF EXPERTISE

Managing rotas

Work patterns

Staff performance

Disciplinary procedures

Getting things done

Service improvement

Helping others

PROFESSIONAL

Fluent in Swedish

Fire Marshall

PERSONAL SKILLS

Reliable

Punctual

Focused

Hard working

CONTACT

Maxine Curry
Dayjob Ltd
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Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A positive, dynamic and fully energised Shift Manager who is able to make sure that business objectives are consistently met. Maxine is passionate about her customers and always puts customer satisfaction at the heart of her decision making. She has a 'can do' attitude and is willing to go the extra mile to not let people down. As a true professional she has the ability to act independently and make sound professional decisions in crises situations. Being ideas driven means that she finds it easy to formulate new methods of working to improve existing processes.

WORK EXPERIENCE

Company name – Birmingham

SHIFT MANAGER Jun 2013 – Present

Responsible for managing shifts to consistently deliver the highest standards of quality, service and efficiency.

Duties:

- Helping to develop the company's service, supervise staff and manage its resources.
- Dealing with any queries effectively and professionally.
- Integrating a culture of continuous improvement in all areas of business operations.
- Managing manpower resource effectively to make sure all business objectives are met consistently.
- Maintaining a clean and comfortable store environment.
- Following all operational procedures for cash handling, health and safety, and security to ensure the well-being of self, other staff and customers at all times.
- Managing cost within the shift by controlling overtime and by identifying other unnecessary cost efficiencies.
- Conducting daily staff briefings to give feedback on key work related issues.

Company name - Location

JOB TITLE Employment dates (i.e. Aug 2011 – Jun 2013)

KEY SKILLS AND COMPETENCIES

- Have the professional competence and confidence to work effectively with senior colleagues.
- Never shying away from making tough decisions or dealing with difficult situations.
- Capable of leading a large team of staff in a busy environment.
- Able to work under pressure in a fast paced environment.
- IT savvy and up to speed with the latest in workplace technology.
- Identifying the root cause of a problem and then taking using robust measures to resolve any issues.

ACADEMIC QUALIFICATIONS

Nuneaton University **2008 - 2011**
BSc (Hons) Business Administration

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

REFERENCES – Available on request.



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