

# Retail Manager

Any Street Address \* Any City, CA 95XXX \* 555.555.555 \* anyemail@anyemail

A highly talented **Retail Manager** with experience in selling merchandise, such as hardware, home goods, kitchen appliances, and sporting goods in a busy retail environment. A strong passion for dealing with the public with enthusiasm and interest in merchandise being sold. Team-player with proven leadership skills, able to solve staffing and floor-operation problems. Strong organization skills with the ability to memorize stock and manage inventory.

## SUMMARY OF QUALIFICATIONS

- More than fifteen years of experience
- In-depth knowledge of the Consumers Guarantee Act
- Extensive experience with Cash Office, Loss Prevention, Accounting, Ordering, Inventory Management, Staff Management and Development, and Merchandizing
- Excellent communication and listening skills with extensive experience in phone-based customer support

## PROFESSIONAL EXPERIENCE

Large Produce Supplier

Any City, CA

**Office Manager**

2008 to Present

Sourcing and purchasing professional with successful team training and leadership of this agricultural business. Leadership skills have produced significant cost reductions through contract negotiations.

- Developed and implemented project controls and estimating processes with a focus to support growth and superior customer service
- Managed estimating and standard operating procedures to support procurement and sales operations
- Managed schedules for pick-up and distribution of produce, solved billing issues, sold produce over the phone, and managed the books

Large Box Store

Any City, CA

**Support Manager**

1994 to 2008

Managed various departments, became regional firearms knowledge expert, and chosen to represent the company at various events. Recruited to City and City 2 stores to troubleshoot and improve Sporting Goods Department, served as general floor manager for 100+ employees.

- Opened and closed cash registers, performing tasks such as counting money; separating charge slips, coupons, and vouchers; and balancing cash drawers
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices
- Managed floor stock, inventory, sales records, ATF records, performance evaluations, and staff
- Watch for and recognize security risks and loss prevention and understand how to prevent these situations

## EDUCATION

High School Diploma – Any High School, Any City CA

## Over 400 hours of specialized Training:

Inventory Management \* Policy and Procedure Implementation \* Merchandizing \* Floor Management  
Loss Prevention \* Harassment Prevention \* Effective Communication \* Project Management  
Management Leadership Workshops \* Positive Discipline Workshop