

# Peter Smith

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## PROFESSIONAL EXPERIENCE

### H&M INC., New York, NY

Retail Sales Manager, Jul 2007 – present

- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Enforce safety, health, and security rules.
- Instruct staff on how to handle difficult and complicated sales.
- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Inventory stock and reorder when inventory drops to a specified level.
- Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.

### VICTORIAS SECRET, New York, NY

Retail Salesperson, Jul 2006 – Jan 2008

- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Place special orders or call other stores to find desired items.
- Compute sales prices, total purchases and receive and process cash or credit payment.

## EDUCATION

### Queens Community College, Queens, NY

*Completed coursework towards Bachelor of Art in Marketing, May 2005*

## ADDITIONAL SKILLS

- Electronic funds transfer point of sale equipment —Electronic funds transfer EFT terminals
- Cash registers —Cash registers; Computerized cash registers
- Bar code reader equipment —Barcode scanners
- Data base user interface and query software —Gift registry software
- Point of sale POS software —ASI Complete software, American Precision Instruments Regit, Attitude POS itive AccuPOS Retail