

Brenton Turnor

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Experienced Business Manager with a career spanning over 16 years across the retail and sales sectors in WA. Proven track record in leading, coaching and coordinating high-performing teams across daily operations whilst ensuring business targets and KPIs are achieved. Solid background in sales, administration, stock management, reporting, advertising, training along with ensuring an exceptional level of customer service is delivered.

EMPLOYMENT SUMMARY SNAPSHOT

2019 - Current	Sales Manager - Intelligent Home, Osborne Park, WA
2016 - 2019	Store/Sales Manager - Harvey Norman, O' Connor Store, WA
2017 - 2018	Proprietor In Training - Harvey Norman, O' Connor Store, WA
2007 - 2016	Electrical Sales Manager - Harvey Norman, O' Connor Store, WA
2006 - 2007	Brown Goods Manager - Harvey Norman, O' Connor Store, WA
2002 - 2006	Small Appliances Manager / Sales Assistant - Harvey Norman, O' Connor Store, WA

WORK EXPERIENCE

INTELLIGENT HOME, OSBORNE PARK, WA

Residential Sales Manager

May 2019 – Current

Role Snapshot:

- Started with Intelligent Home Technology Centre in May 2019 into a newly growing category of Residential Sales as Sales Manager. With the aim to keep growing this business unit.

Duties:

- Coordinating sales enquiries and directing solutions in a timely manner.
- Responsible for the growth of sales for the residential technology department.
- Leading a team of 4 people to motivate them to achieve monthly sales targets.
- Setting and achieve monthly sales budgets.
- Responsible for delivering and installing smart home technology including smart wiring, CCTV and alarm systems for residential homes.
- Conducting meetings with new home owners to create smart wiring plans using Visio.

Key Achievements:

- ✓ Increased sales by an average of 25% over the first 6 months.
- ✓ Increased Gross Profit by 10%
- ✓ Increased turnover by 1.2M for FY20

HARVEY NORMAN, O' CONNOR STORE, WA

Clearance Centre Sales Manager

Dec 2016 – April 2019

Proprietor In Training

Dec 2017 - May 2018

Role Snapshot:

- Commenced employment with Harvey Norman in 2002 in a Sales Assistance capacity. Progressed through the business into senior roles with most recent positions including Clearance Centre Store Manager. Currently overseeing day to day operations of the Clearance Store generating 4.6 million in turnover for 2018 FY.

- During this time, engaged in Proprietor in Training which included attending training programs in Sydney and developing a deep understanding across HR, OHS, Asset Management, Time Management, Store Management, Stock Control, Administration, P&L and Budgeting.

Duties:

- Lead, manage, coordinate and roster a team of 9 staff members across store operations ensuring KPIs and budgets are set whilst monthly store budgets are being achieved as per corporate requirements.
- Open the store, ensure complete setup across the layout and order of stock along with fixtures and signage.
- Recruit, train and mentor new staff members ensuring they are competent with product knowledge.
- Monitor and review stock levels. Order stock weekly whilst maintaining healthy stock levels in store.
- Co-coordinate various sales events each month and ensure store sufficiently staffed for additional sales.
- Managed a broad range of administrative work including but not limited to goods receivable, payroll, credit claims and batch analysis. Manage, co-coordinate and execute stock takes every 6 months. Record results.
- Run and review daily sales reports and weekly stock reports. Investigate results, make recommendations and maintain sales with the correct stock levels. Liaise with other management personnel as required.
- Weekly meetings with sales representatives to purchase goods and forward plan events
- Monthly phone conversations with National GM to go through business results and next month's targets.
- Maintain a strong working knowledge of products and provide an exceptional level of customer service.

Key Achievements:

- ✓ 2017/2018 FY - Highest profitable store in WA
- ✓ December 2017 & June 2018 - Number 1 store for turnover in WA.
- ✓ Implemented new stocktake procedure to reduce time and increase efficiencies.

Electrical Sales Manager

Feb 2007 - Feb 2011 / Jun 2011 - Dec 2016

Duties:

- Hired, trained, managed, rostered and coordinated teams of up to 25 personnel across the store ensuring weekly and monthly store targets were achieved across small white and brown goods.
- Ordered stock and maintained healthy stock levels weekly. Completed credit claims and stock adjustments
- Ran and reviewed daily sales reports and weekly stock reports in the POS system. Presented to management.
- Closely monitored staff member individual sales targets and played a pivotal role in enhancing results.
- Organised and coordinated successful sale events across the store and ensured sufficient resources in place.
- Managed administration work including goods receivable and processed payroll for staff and sales ticketing.
- Monitored and managed online sales which included processing, shipping and pickup.
- Worked closely with commercial clients and managed their orders whilst maintaining working relationships.

Key Achievements:

- ✓ 2009/2010 FY - Increased turnover by 10%.
- ✓ 2008/2009 FY - Increased turnover by 15%.

FURTHER CAREER HISTORY

Available upon request.

KEY TRAINING & COURSES

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|---|---------|
| ▪ Proprietor in Training Course - Hosted by Harvey Norman | Current |
| ▪ Certificate IV in Business and Marketing | Current |

REFEREES

Lindsay Griffiths
Harvey Norman O'Connor Proprietor
PH: 0412 649 659

Mark Connors
Harvey Norman O'Connor Proprietor (previous)
PH: 0414 969 729

Paul Anthony
Intelligent Home General Manager
PH: 0409 595 663

More available upon Request.