

DIARMUID SHEERAN

CONTACT



Co. Laois, Ireland, R32KF51



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SKILLS

- Team rota development
- Stock management
- Creative merchandising
- Customer complaint handling
- Positive reinforcement
- Delegating tasks
- Cash handling
- Store opening and closing duties

Dedicated manager with human-centric approach to boosting sales and motivating teams. Highly organised and ambitious, but personable and approachable. Committed to customer satisfaction, staff wellbeing and business success.

EXPERIENCE

January 2021 - Current

Retail Assistant Manager *Clelands Supermarket*, Abbeyleix, Co. Laois, Ireland

- Coached and mentored junior staff, enhancing overall service offering for optimal customer care.
- Conducted regular shelf audits, ensuring items were displayed attractively and priced accurately.
- Assisted store managers in developing strategies, including sales, awareness, performance and cost reductions.
- Closely monitored stock levels and product performance, reordering in-demand items to meet customer purchase trends.
- Maintained outstanding store condition and visual merchandising standards by instructing teams to clean and organise shelves regularly.
- Responded to all customer complaints and comments promptly and appropriately, swiftly providing solutions to maintain customer loyalty.

September 2014 - January 2021

Retail Supervisor *Clelands Supermarket*, Abbeyleix, Co. Laois, Ireland

- Conducted regular store inspections to evaluate cleaning, visual merchandising and shelf dressing required.
- Assisted in training junior employees, training in matters including sales techniques, company policies and effective customer communication methods.
- Managed the ordering of store's inventory.
- Supervised sales assistants in merchandising goods, processing payments and resolving product-related issues to maintain store shopping standards.

July 2010 - September 2014

Retail Assistant *Clelands Supermarket*, Abbeyleix, Co. Laois, Ireland

- Efficiently completed shop floor duties autonomously and in team setting.
- Managed transactions with high accuracy to achieve smooth till reconciliations.
- Kept sufficient inventory supply and stock on shelves and in storerooms.
- Performed closing duties such as cleaning windows and floors, securing shop premises and cashing-up tills.

EDUCATION

2016

Level 5 Business Studies

Waterford College of Further Education, Waterford City
Overall Grade Achieved - Distinction

2012

Leaving Certificate

Heywood Community School, Ballinakill, Co. Laois