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# ENOOBONG OTOKO

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## PROFESSIONAL SUMMARY

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Seasoned Retail Manager with 15 years of extensive retail and management experience. Efficient and industrious individual dedicated to driving optimal customer satisfaction. Excited to bring talent and record of excellence in customer service, good relationship-building and multitasking skills to your organization.

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## SKILLS

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- Staff Management
- Inventory Control
- Budgeting
- Scheduling
- Sales
- Staff Supervision
- Sales and Marketing
- Key Performance Indicators (KPIs)
- Leadership Skills
- Certified Pharmacy Technician (CPhT)
- Regulatory and Compliance

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## WORK HISTORY

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**Assistant Store Manager**, 11/2015 to Current

**Walgreens** – North Olmsted, OH

- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- Created organization systems for inventory control, merchandising, financial reports and schedules, dramatically increasing operational efficiency.
- Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.
- Achieved recognition from senior management for contribution to store success, including managing sales, employees and operations to foster optimal performance.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.
- Assessed job applications and made hiring recommendations to bring in top candidates for key vacancies.

- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Planned team-building exercises to increase employee performance and job satisfaction.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Resolved non-routine issues like third-party billing, computer system and customer service issues.
- Counted, measured, and compounded medications following standard procedures.
- Maintained proper drug storage procedures, registries, and records for controlled drugs.

**Executive Assistant to the Manager, 02/2007 to 08/2015**

**Walgreens – Glastonbury, CT**

- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Managed invoicing process for check requests, credit card requests, expense reports and travel and mileage forms.
- Managed office by ordering office supplies and maintaining office equipment.
- Evaluated suppliers by assessing quality, timeliness and compliance of deliveries to maintain tight cost controls and maximize business operational efficiency.
- Scheduled and led weekly store meetings for all employees to discuss sales promotions and new inventory while providing platform for all to voice concerns.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Rotated merchandise and displays to feature new products and promotions.
- Managed vendor selection and relations to guarantee best pricing and on-time deliveries.
- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives.
- Analyzed and interpreted store trends with Kronos to facilitate scheduling and planning.
- Trained and developed new associates on POS system and key sales tactics, which improved process flows.
- Trained new hires for diverse jobs and kept employees up-to-date through frequent meetings.
- Coached sales associates on product knowledge by using training tools.
- Planned budgets and authorized payments and merchandise returns.
- Reviewed and monitored scheduling, purchases and other expenses while maintaining quarterly budget.
- Responded to customer concerns with friendly and knowledgeable service and remedied issues promptly and effectively.
- Developed new store location from ground up by hiring and training efficient team.

- Upheld and communicated store programs and standards to employees for optimal quality, freshness, safety and cleanliness.

**Management Trainee**, 08/2005 to 02/2007

**Walgreens** – East Hartford, CT

- Produced regular month to month (M2M) reports to evaluate performance, adjust strategies and maintain agile, sustainable operations.
- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labor and preventing waste.
- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant.
- Planned and implemented team projects to accomplish objectives.
- Established open and professional relationships with team members which facilitated communication, quickly resolving issues and conflicts.
- Reviewed financial accounts for accuracy and resolved discrepancies.
- Explained services and products to customers in friendly and engaging way.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Resolved escalated concerns using professionalism and understanding of all facets of issue.
- Assisted established management staff with operational oversight, business development and process improvement strategies.
- Aligned team actions with company policies and industry standards.
- Shouldered management responsibilities during absence of manager.

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EDUCATION

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**Bachelor Of Science**: Nutritional Sciences , 05/2005

**University Of Connecticut** - Storrs, CT

- Minored in Food Science

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CERTIFICATIONS

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- Certified Pharmacy Technician (CPht)