

## Department Head

ROBERT SMITH

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Address: 1737 Marshville Road,  
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## Objective

To combine my business, administration and customer relations experience to obtain a senior management position that will advance the goals and standards of a prominent organization.

## Skills

Administrative, Management, Retail.

## Work Experience

### Department Head

**ABC Corporation** - December 1993 - November 1996

- Supervised unloading of all trucks and signage of all sales floor areas.
- Supervised cashiers, customer service and money counters; manage money drops and registers.
- Drive sales through activities such as guest engagement; product demonstrations, and positive customer service.
- Ensured proper opening and closing of location according to store scheduled hours, including store recover and activating/deactivating the location alarm.
- Oversee all transactions are accounted for through the proper handling of all cash, receipts, and reports; ensure the night deposit is made in a timely fashion.
- Preserved company assets by controlling shrink, labor costs and risk exposure.
- Effectively train associated in all areas to increase store capacity.

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**ABC Corporation** - 1990 - 1993

- Led start-up efforts to build a new Outdoor Living division from ground up.
- Generated department sales projections and managed jobs to maintain estimated profit margins.
- Collaborated with sales team and existing customer base to gauge interest in Outdoor Living portfolio and uncover obstacles to close sales.
- Trained project managers, and resolved customer issues throughout the installation process.
- Developed action plans for new marketing strategies to diversify the customer base.
- Initiated and coordinated customer appreciation lunch & breakfast gatherings.
- Sold over \$1.2 million dollars in contracted work within first 20 months..

## Education

Regents Diploma - (John Bowne High School - Flushing, NY)