

# ROBERT SMITH

## Mastering Department Supervisor IV

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### SUMMARY

17 years of extensive experience as a Department Supervisor. Seeking a management position with an organization where I can utilize my skills and experience to improve operations, increase profitability, and enhance growth.

### SKILLS

Guest Recovery, Office Equipment, Hospitality, Customer Service, Management, Inventory Management, Certified In Microsoft Word, Microsoft PowerPoint, and Microsoft Excel.

### WORK EXPERIENCE

#### Mastering Department Supervisor IV

ABC Corporation - February 2014 – October 2014

- Made sure department was held to high-quality expectations of customers and company standards.
- Ensured a safe work environment for employees, and a safe shopping environment for customers.
- Made sure employees had a daily work list and completed assignments in a timely manner.
- Accomplishments turned the departments overall profit and production around in a short amount of time.
- Turned the morale of employees around, and had them working as a team, instead of individuals.
- Had several positive comments from upper management, and regional staff.
- Managed and distributed the work-load and backlog for up to 35 employees.

#### Assistant Store Manager

ABC Corporation - March 1997 – January 2014

- Made sure money was out to the admin office, and tills placed in drawers made sure all employees were at work and accounted for, and walked store for safety every morning before opening.
- Throughout the day would walk the floor keeping employees engaged with customers, and handling any customer issues.
- Also responsible for till pickups, and safe audits throughout the day.
- The closing shift was much of the same, except at night had to ensure all customers out of the store, and employees were cleaning their assigned areas.
- Once the building was secure would go into cash vault to total sales transactions and balance safe for next day deposit.
- Once that was complete I would walk the floor once again get all employees accounted for and to the front door, where we would set the buildings alarm and leave as a group.
- Accomplishments drove positive comp numbers, kept the store neat and safe for employees and customers, and had many customer accolades from me helping with any issues they had.

## SCHOLASTICS

- None in General - 1996(Tidewater Community College - Virginia Beach, VA)Diploma - 2005(Viewmont High School - Bountiful, UT)Certificate in Universal HVAC EPA Certified - (Lincoln Land Community College - Springfield, IL)