

ROBERT SMITH

Department Supervisor II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

4+ years of experience as a Department Supervisor. Looking to obtain employment using years of experience as the United States Air Force Petroleum and Logistics Specialist.

CORE COMPETENCIES

Leadership, Microsoft Office, Microsoft Excel, Microsoft Word, Computer, Account Management, Budgeting, Bookkeeping, Customer Service, Communication, CPR, Data Entry, Detail Oriented, Database Management, Documentation, Employee Relations, Event Management, Filing, and Forecasting.

PROFESSIONAL EXPERIENCE

Department Supervisor II

ABC Corporation - June 2015 – Present

Key Deliverables:

- Responsible for working with team members on customer services, selling skills and product knowledge.
- Performing a wide variety of activities aimed at driving sales and promoting and managing the training and development of associates in specific departments.
- Serving as the subject matter expert and was responsible for ensuring that all business initiatives were implemented and executed per company standards.
- Performing daily walk of all departments promote store sales and profit goals conduct selling skills training, customer service and product knowledge training for all department associates.
- Training to all associates on merchandising standards exhibits an ownership attitude by promoting partnerships with store management.
- Delivering excellence in customer services, including decision making/problem-solving skills for service recovery.
- Conducting training for administrative procedures provides feedback and input to an assistant manager on the development of department initiatives and plans.

Assistant Store Manager

ABC Corporation - February 2015 – May 2015

Key Deliverables:

- Responsible for assisting the store manager in overseeing the daily operation of the store.
- Responsible for promoting total customer satisfaction by performing and monitoring specific job functions and duties training employees.
- Applied all guidelines and procedures through the use of the companys project manager task system.
- Met deadlines for inventory counts and wrote incident reports as needed; prepared bank deposits.

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- Merchandised and advertised numerous products to ensure the success of sales as well as ordering products that were low in inventory.
- Opened and closed the store according to the safety guidelines of the company.
- Maintained efforts of being a strong, influential team leader by ensuring excellent customer service was being provided to over 50 customers a day.

EDUCATION

- Associates in Applied Science (Logistics Management And Business Admin) - (Community College Of The Air Force)Criminology/General Education - (Heald College - Hayward, CA)High School Diploma - 2007(Muskegon High School - Muskegon, MI)