

# ROBERT SMITH

## Lead Franchise Owner

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

### SUMMARY

Talented sales professional who effectively multi-tasks and balances customer needs with company demands. Efficiently builds loyalty and long-term relationships with customers, while consistently reaching sales targets.

### CORE COMPETENCIES

Professional Locksmith.

### PROFESSIONAL EXPERIENCE

#### Lead Franchise Owner

ABC Corporation - 1991 – 2006

##### Key Deliverables:

- Operated franchise as independent franchise business owner, overseeing 20-25 employees.
- Developed and implemented strategic plans to market franchise and persuade clients to use our services. Monitored operational performance of franchise to ensure alignment with personal profit goals.
- Increased weekly revenue by \$100K in a 12-month period.
- Managed bookkeeping, payroll, hiring, employee training, and marketing communications.
- Reviewed financial statements and sales activity reports to ensure achievement of organizational objectives and maximize investment and increase bottom line.
- Maintained proactive hands-on involvement in all core business disciplines, including marketing, business expansion, and managing customer relationships.
- Performed in-home estimates for potential clients, praised for attentive customer service.

#### Franchise Owner

ABC Corporation - 1988 – 1991

##### Key Deliverables:

- of two premium ice cream stores OWNER Various duties performed Advertising, store maintenance, purchasing, payroll, scheduling, tours, small events, hiring, training, terminations, employee evaluations, and management of 25-50 employees.
- Created contest, "Beat the Owner," if an employee could scoop the correct weight of ice cream for the designated size more accurately than the owner, they won five dollars.
- This encouraged employees to strive to always have the correct portions thus maintaining our bottom line.
- Won Silver Spade Award for best new store for the Santa Maria Store.
- Lead by example, no task was too great or too small.
- Employees routinely asked to work shifts that coincided with owner worked shifts.
- These shifts, as described by employees, were more fun and more profitable..

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### EDUCATION

- general - 1971(El Camino High School - South San Francisco, CA)