

Department Supervisor I

ROBERT SMITH

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Objective

4 years of experience as a Department Supervisor. Interested in working in retail in either management, sales, commission and directly with customer service.

Skills

Management, Auditing, Information Security, SAP - Basis, SOX, Internal Controls, Excel, and Project Management.

Work Experience

Department Supervisor I

ABC Corporation - April 2010 - April 2012

- Trained new associates in my department with the goal of creating a team atmosphere.
- Trained new associates to properly handle transactions on the register with customers. Trained new associates to fill out credit applications. Trained associates to open and close the department.
- Promoted credit applications with customers for extra savings in the department.
- Provided excellent shopping experience for customers within the department. Executed floor changes to monthly set sale planners for the department.
- Ensured the department followed standards set by sale planners including placement of new merchandise for the department. Used new merchandise to increase sales for the department.
- Recorded floor maps for my department to ensure floor changes were more efficient. Recorded sale and credit goals for the department. Also reviewed these goals with associates.
- Attended weekly management meetings in the store to review customer and sale goals and numbers for my department. Changed department schedule for associates to follow credit and sale events. Solely supervised the drapery department within the department which was a commission department.

Commission Associate

ABC Corporation - February 2008 - April 2010

- Responsibilities providing excellent customer service. Met or exceeded daily sale goals set for commission associate for the store. Exceeded weekly credit goals for my department. Kept stockroom organized. Refilled the sales floor with stock daily.
- Responded to telephone inquiries by providing quality service to customers and associates.
- Strived for quick complaint resolution; commended by the supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Pioneered new accounts and maintained a strong, growing customer base.
- Thoroughly learned the companys product offerings and contributed to an increase in monthly sales.
- Increased store profitability by acquiring and managing small business accounts.
- Conducted offsite presentations to promote company products and services.

Education

BA in Education - 2004(College Of Saint Rose - Albany, NY)Diploma - (Emporia Senior High School - Emporia, KS)Associates in Applied Science in Accounting - 2009(Cumberland County College - Vineland, NJ)