

## Department Head Manager

**ROBERT SMITH**

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## Objective

Motivated worker with over 3 months OTR experience in a fast-paced, team-based environment. I am driven to exceed goals and build long term relationships with customers and deliver positive experiences. through high-quality customer care.

## Skills

Communications, Customer Service, Computer Repair.

## Work Experience

### Department Head Manager

**ABC Corporation** - May 2013 – September 2013

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Stocked and replenished merchandise according to store merchandising layouts.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Identified potential shoplifters and alerted management.

### Department Head

**ABC Corporation** - 2012 – 2013

- 408)957-9215 Managed small retail/redemption store for over four years.
- Scheduled, trained, evaluated, and managed a team of 12 employees.
- Responsible for ordering, product placement, displays, inventory and store budget.
- Constantly oversaw inventory control, returns and loss prevention policies.
- Recognized in receiving, stocking, labeling and proper warehouse duties.
- Experienced in arcade repairs, sales, marketing and management.
- One year experience in restaurant management..

## Education

Certificate in Design - (Chicago State University - Chicago, IL)