

ROBERT SMITH

Department Head Of Operations

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Proficient Department head with 8+ years' experience in retail environment. Friendly and outgoing people person with confidence. Skilled at determining customer needs and exceeding sales goals on a consistent basis.

EXPERIENCE

Department Head Of Operations

Sport Chalet - SEPTEMBER 2008 - 2019

- Manage the sportswear department and supervise sportswear associates Train and mentor new associates on procedures and sale techniques.
- Offer ideas to management for items that should be promoted, marketing strategies and customer satisfaction improvements.
- Provide outstanding customer service to all by responding to their request and inquiries.
- Capable of prioritizing tasks to fulfill managements requests on special projects and last minute tasks.
- Monitor store layout, take inventory of merchandise and during inventory checks and price changes.
- Organize and stock inventory, careful not to damage merchandise on sales floor while setting up and taking down clothing fixtures.
- React to customers complaints in a patient and professional manner.

Department Head

Orscheln Farm And Home - 2007 - 2008

- Started at Orscheln Farm & Home in July 2001 as a part time stocker.
- Went to full time in November of 2001.
- During my time at Orscheln I have learned much about customer service, shipping & receiving, stocking, merchandising, inventory management, setting plan-o-grams, and working with co-workers and management.
- Have been driving a forklift for 15 years.
- Have mounted tires for 14 plus years as well, and went to a TIA class and became a certified tire instructor in 2013.
- Have been department head of seasonal, and then automotive for the last 11 years.
- Will be moving to Forest City NC on 12/14/16..

EDUCATION

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SKILLS

Management. POS Register Systems. Cash Handling. Data Entry. Office Skills.
Customer Service.