

## Franchise Owner

ROBERT SMITH

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Address: 1737 Marshville Road,  
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## Objective

Eight years experience in leadership and Human Resources within the apparel/fashion/retail industry with proven performance in visual merchandising, brand management, human resources, inventory control, and shrink reduction.

## Skills

Visual Merchandising, Multi-Unit Management, Human Resources, Sales, Copywrite, Multi-lingual, Training.

## Work Experience

### Franchise Owner

**ABC Corporation** - January 2011 - August 2014

- Directly responsible for all Human Resource Administration; including job analysis and development, performance management, succession planning, benefits, and compensation.
- Responsible for all onboarding, offboarding, recruitment and selection, as well as talent development and retention.
- Opened and operated multiple stores with accountability for staffing/hiring, training, strategic planning, inventory control, purchasing, budgeting, marketing and P&L management.
- Cultivated a positive and cohesive workplace environment by rewarding outstanding employee performance.
- Trained and qualified corporate international director and trainer for new store openings in Mexico and surrounding cities.
- Created and translated training manuals, POS instructions and Taylor machine manuals for international/spanish speaking employees in the Mexican market.
- Planned and supervised all grand openings and store related events.

### Franchise Owner

**ABC Corporation** - 2008 - 2011

- We sold the business in order to move to Colorado.
- As a business owner I was responsible for interviewing, hiring, training and continuously evaluating the performance of the employees.
- Utilized a Microsoft Excel program to keep track of business performance, documenting purchases, inventory, sales, food costs and labor costs, and then generated a weekly report which was submitted to the Franchise office.
- Monitored inventory and placed food orders twice weekly.
- Was very hands-on and interacted directly with my guests, averaging 50 hours per week in the business since I retired in 2010.
- Being handy and knowledgeable with tools and equipment, I repaired and maintained most of my equipment myself.
- Managed deposits, payments and checkbook, and filed state and local sales taxes monthly..

## Education

Certificate in Visual Communication for Fashion - (Istituto Lorenzo De' Medici - Firenze, Toscana)