

CONTACT INFO

Alexander Clark
Kingsland, Auckland 1025
Mobile: 027 555 1234
Email: alexander.clark.nz@email.com

PROFESSIONAL SUMMARY

An experienced and results-driven retail professional with 8 years of progressive experience, seeking to leverage leadership and operational expertise in a Retail 2IC role. Proven ability to supervise teams, manage daily operations, drive sales, and enhance customer satisfaction in fast-paced retail environments. Eager to contribute to a dynamic team and further develop leadership skills.

WORK EXPERIENCE

Assistant Store Manager
Mitre 10 MEGA, New Lynn
June 2022 – Present

- Oversee daily store operations, ensuring efficient workflow and adherence to company policies.
- Supervise, train, and mentor a team of 15+ retail staff, fostering a positive and productive work environment.
- Manage inventory levels, including ordering, stocktakes, and merchandising, to maximise sales and minimise shrinkage.
- Drive sales performance through effective team leadership and customer engagement strategies.
- Handle complex customer enquiries and complaints, resolving issues to ensure high levels of customer satisfaction.
- Deputise for the Store Manager, including opening and closing procedures, cash handling, and security protocols.
- Implemented new visual merchandising guidelines, resulting in a 10% increase in specific product category sales.

Senior Retail Supervisor
The Warehouse, Henderson
July 2019 – May 2022

- Led and motivated a team of 8-10 retail assistants during shifts, delegating tasks and monitoring performance.
- Managed shift schedules and allocated resources to ensure optimal store coverage and customer service.
- Handled cash management, daily reconciliations, and prepared banking deposits.
- Resolved customer service issues and escalated complex problems to management when necessary.
- Assisted with new staff onboarding and conducted initial training on store procedures and product knowledge.
- Contributed to achieving weekly sales targets through proactive customer interaction and product promotion.

Retail Assistant
Kmart, Lynnmall
November 2017 – June 2019

- Provided friendly and efficient customer service, assisting with product selection and purchases.
- Processed sales transactions accurately using POS systems and handled cash, EFTPOS, and credit card payments.
- Maintained visual merchandising standards and ensured shelves were well-stocked and tidy.

- Assisted with inventory counts and received new stock deliveries.
- Developed a strong understanding of product ranges and store layout to enhance the customer experience.

EDUCATION

Retail Operations Certificate
NZ Retail Training Organisation
2017

NZQA NCEA Level 3
Lynfield College
Auckland
2005

SKILLS

- Leadership & Team Management
- Customer Service Excellence
- Inventory Management & Merchandising
- Point-of-Sale (POS) Systems
- Staff Training & Development
- Conflict Resolution
- Sales & Target Achievement
- Health & Safety Compliance
- Visual Merchandising
- Cash Handling & Reconciliation