

Daniel Taylor  
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BANKING

Summary

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth. Supervision and training Client relations specialist Computer-savvy Multi tasking savvy Sound judgment Team management Calm under pressure Meticulous attention to detail

Experience

Banking

August 2013

to

Current

Company Name

Store Manager

August 2012

to

November 2012

Company Name

i<sup>1</sup>/<sub>4</sub>

City

,

State

Managed a team of 10.

I opened a new store location and assisted in recruiting and training new staff.

Delivered excellent customer service by greeting and assisting each customer.

Developed the department's first incentive performance plan, which motivated my team.

This resulted in a 23% increase in sales.

My team surpassed revenue goals in four consecutive quarters.

Store Manager

February 2008

to

June 2012

Company Name

i<sup>1</sup>/<sub>4</sub>

City

,

State

Managed a team of 6.

Completed a series of training sessions to advance from Assistant Manager to Store

Manager.

Directed and supervised employees engaged in sales, inventory-taking and reconciling cash

receipts.

Initiated program that standardized employee training and led to increase in customer

satisfaction by 12%.

Addressed customer inquiries and resolved complaints.

Education

High School Diploma

:

2010

Federal Way Senior High School

i<sup>1</sup>/<sub>4</sub>

State

,

United States

Skills

Assistant Manager, customer satisfaction, excellent customer service, inventory, reconciling,

recruiting, sales, employee training