

# YAAQOV SHKIFATI

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**OBJECTIVE** To leverage my 5+ years of business management, customer service and sales experience.

**SKILLS & ABILITIES**

- Managing store, accounts and inventory
- Acquiring and retaining clients
- Marketing merchandise
- Supervising
- Negotiating
- Maximizing sales
- Multi-tasking
- Communications
- Customer Service
- Proficient in Microsoft Office, Outlook, QuickBooks and Print Project
- Fluent in English, Hebrew and Arabic

**EXPERIENCE** **Store Manager, Madison Jewelers**, Manhattan, New York  
September 2011 – Present

- Develop contracts and manage accounts with various watch and jewelry vendors
- Maintain and develop a strong customer base by providing quality customer service
- Plan work assignments and schedules
- Supervise employees and conduct yearly performance reviews
- Recruit, select and train employees
- Promote and advertise the store and its merchandise
- Manage inventory and track budget expenses
- Maintain store security
- Repair watches and jewelry

**REFERENCES** Available upon request