

Christopher Glen

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Customer Focused Retail Store and Sales Manager

Key Skills

- Consistent delivery of Excellent customer service
- Self-Motivated with a desire to learn and succeed.
- Proven track record of exceeding set targets
- Team Management, coaching and Inspiring
- Initiative/problem solving
- Proficient in Microsoft office

Experience

Night Team member: Waitrose & Partners - 2020 to present

Part of the night shift team, ensuring the store is replenished and all online orders are picked and fulfilled to suit the customer's needs.

Branch & Assistant Manager: Carphone Warehouse - 2013 to 2020

Accountable for leading teams to deliver sales targets, a key member in a maximum impact store, achieving top 25 ranking status in the southwest.

- Achieved 100% profit and loss for the last two years, whilst exceeding customer satisfaction scores.
- Coached and developed colleagues that have moved on to other management roles.
- A consistent performer, in the top 10 for sales in the south west alongside my management duties.
- Sony brand ambassador, one of only a few in the UK, increasing instore Sony sales by 70%.
- Ensuring customer care issues are dealt with in an effective and timely manner.
- Implementing rota and holiday planning to ensure the business is staffed correctly and within the company set budgets.
- Introducing performance management for colleague's underperformance.
- Raising, managing and recruiting for vacancies – undergoing recruitment process from application to employment.
- FCA and GDPR compliance.
- Payroll, signing off timecards and using pay codes carefully to make sure colleagues are paid correctly.
- Ownership of the store's social media presence, running the Instagram, Facebook and Twitter accounts to increase footfall.

Duty Manager: Virgin Media - Bournemouth - 2010 to 2013

- Exceeding monthly targets set by the company.
- Consistently achieved top 10 for individual sales in the UK for TV and Broadband.
- Adapted to new sales techniques and tools via tablet and mobile.
- Calling warm and cold leads to close sales and upsell where possible.
- Street marketing and visiting different towns to build relationships and sales.
- Supported with new store openings, training staff and merchandising the stores.

Assistant Manager: Mitchells and Butlers - The Horns Inn - 2008 to 2010

- Hands on day to day running of the business, with the GM and covering their days off.
- Attending brewery training sessions to ensure myself and the team have outstanding product knowledge.
- Achieving 100 % on guest service surveys.
- Ensuring stock is ordered and replenished in line with budgets and projected custom.
- Maintaining health and safety measures in line with set policies.

Other Relevant Experience

Hospitality Team manager: Gala Casino

Team Leader\Departmental controller: Gala Bingo

Trainee manager: Domino's Pizza

Education

The Code Institute and Harlow College 2021-

Level 5 Diploma in Software Development

St Peters RC school – Bournemouth, Dorset

6 GCSE Grades A-C including English and Maths
2 A-Levels including English

Hobbies and Interests

An automotive and motorsport enthusiast. I enjoy playing and watching many sports including football and Formula 1. I hold a current clean UK driving Licence.