

## OPERATIONS MANAGER

### Summary

I am seeking permanent, full time employment which offers benefits and a stable company that offers growth and rewards for it's high performing employees. My work experience is mainly retail management but also includes managing a title loan office for a few years. I am a highly motivated person and very dedicated to giving the best customer service available in every situation. However, I am very interested in pursuing opportunities in human resources. I am skilled in exceeding sales goals and company expectations by expanding client base and maintaining high standards of customer service.Â Extensive expertise in delivering support services and resolving customer complaints. Customer service and sales expert who identifies customer needs and delivers solutions to problems.

### Highlights

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### Accomplishments

Consistently performed in the top 5 of stores in my company in inventory management, overall the lowest in sales volume losses on a long term basis. Exceeds company expectations in regard to maintaining store appearance and standards and customer satisfaction.

### Experience

Operations Manager , 07/2014 Flatiron Construction Corp. 1/4 Clayton , NC

I am currently the operations manager at Conns Home Plus. Some of my responsibilities include daily operations of the store, look and feel of the store , merchandising , and inventory. I make sure all contracts and paperwork are correct and in order. I am also responsible for pricing integrity. I create the schedules for all employees and take care of any hr paperwork.Â Â Â I provide excellent customer service each and every day.

Served as liaison between customers, store personnel and various store departments.

Confirmed that appropriate changes were made to resolve customers' problems. Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction.

Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently. Trained new employees on company customer service policies and service level standards.

Multi Channel Sales Supervisor , 11/2010 to 07/2014 Suburban Propane 2 1/4 Syracuse , NY Offered instore credit applications upon checkout, converting 3 out 10 customers into card-holders. Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently. Informed customers about sales and promotions in a friendly and engaging manner.

Tracked down sources of special products and services to meet customers' special needs. Confirmed that appropriate changes were made to resolve customers' problems. My main area of responsibility were the front lanes, customer service, back office and Multi channel sales. As a member of the leadership team. My daily responsibilities also include meeting the sales and growth targets , close rate and constant motivation of our sales floor associates, attaching products and services and protection plans and opening new credit accounts.

Branch Manager , 06/2006 to 11/2010 Bickford Senior Living 1/4 Midlothian , VA As the branch manager I handled the entire store operations from processing loans ,accepting payments, title work and collections.â€

01/1999 to 01/2006 Wal-Mart

- set up new store in Newton , Mississippi and Richland Recruited, hired, developed and retained retail talent for the company. Processed shipments and maintained organized stock shelves. Unloaded trucks, stocked shelves and carried merchandise out on the floor for customers. Marked clearance products with updated price tags. , Answered customers' questions and addressed problems and complaints in person and via phone. Opened and closed the store, which included counting cash drawers and making bank deposits. Maintained visually appealing and effective displays for the entire store. Educated customers on product and service offerings. Helped customers select products that best fit their personal needs. Built customer confidence by actively listening to their concerns and giving appropriate feedback. Completed floor replenishment to guarantee size availability and promote customer satisfaction. Communicated merchandise needs and issues to appropriate supervisors in a timely fashion. Mississippi
- I managed the hard lines area of the store, sofflines, bakery, front lanes
- Head of the store safety team

### Education

High School Diploma : General , 1986 B C Rain High School 1/4 City , State

### Skills

Â maintaining excellent relationships with employees, vendors and customer

able to view legal contracts and other paperwork to find and correct errors that would cause store to lose sales volume

proactive and aggressive in foreseeing andÂ solving problems in all areas of store

successfully adapting to changes as company dictates and able to train management and employees

inventory management

Accurate cash handling

Store opening and closing procedures

Store operations

Superior communication skills

Cheerful and energetic

Effective team player

Superior organization skills

Staff training and development

Resolution-oriented

Dependable and reliable

Savvy negotiator

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