

ASSISTANT STORE MANAGER/OPERATIONS MANAGER

Professional Summary

Assistant Manager Â dedicated to hiring top-notch sales associates and assuring that store operations run smoothly. Organized and effective at encouraging staff cooperation and productivity. Assistant Store Manager driven to apply a strong work ethic and motivational skills to achieve store goals, as well as employee and customer satisfaction.

Skills

- Excellent customer service skills
- POS systems
- Personnel development
- Customer relations
- Merchandising
- Detail-oriented
- Goal-oriented
- Staff training and development
- Customer-oriented
- Opening and closing procedures

Work History

Assistant Store Manager/Operations Manager , 07/2009 to Current

Hersha Hospitality Management, Lp â€“ Carlisle , PA

- I was the Home Department supervisor for 2 years and currently the Assistant Store Manager.
- Interviewed job candidates and made staffing decisions.
- Counted cash drawers and made bank deposits.
- Managed staff ofÂ 91 sales associates,Â 5 team leaders andÂ 2 assistant managers.
- Assigned employees to specific duties to best meet the needs of the store.
- Reordered inventory when it dropped below predetermined levels.
- Instructed staff on appropriately handling difficult and complicated sales.
- Examined merchandise to verify that it was correctly priced and displayed.
- Planned budgets and authorized payments and merchandise returns.
- Scheduled and led weekly store meetings for all employees.
- Reported to the district manager regarding all store and staff issues.

Area Sales Manager , 04/2002 to 04/2009

Grafton Group Plc â€“ Lincoln , NE

- Was an Area Sales Manager for four years and was in charge of the Home Dept which consisted of about ten employees.
- I was also an Assistant Sales Manager for the Ladies Dept for a year.
- There I helped manage over thirty employees.
- I would find ways of improving business sales by communicating with my buyers.
- I would check my points and levels on a daily basis.
- I would see what were my top five best sellers and call immediately so we could receive more merchandise.
- I demonstrated a huge sense of urgency and made sure our buyers bought the best merchandise to fit our establishment.
- A huge part of increasing business was making sure everything was merchandised well.
- I helped increase sales by over 30 % in my role as Home department Manager.
- I was first place in the district for two years in a row and was ranked number three in the State.
- I would also participate in providing Bridal registry to couples.
- I would participate in Bridal shows to help boost registries and sales.
- I would explain all the services our dept store can offer them As Home Dept manager I was responsible for schedules, sales, merchandising, stocking, customer service and problem solver.
- I was also held accountable for inventory of my areas.
- I would also have to fix any problems such as fixing registers and other equipment.
- I took care of Ladies, Men's, and kids shoe dept for three months.
- We would conduct inventories twice a year.
- Part of my duties were also to take care of the whole store on closing nights, to put all of the money in the safe and to balance loans and to lock the store.
- I was involved in the overall operation of the store.
- I was also involved in the hiring process for new employees.
- I would conduct interviews and make recommendations to my Ops manager.
- As a sales manager I would also have to conduct new employee orientation and register training.
- I was also involved in internal and external investigations of theft and security.

Sales Person , 10/1999 to 03/2002

Sears â€“ City , STATE

- Â Provided customer service, dealt with sales quotas, merchandise, stock took payments, opened credit applications, and maintained dept clean.
- I was number one in sales in the footwear department.

- I also worked in the hardware department for over a year.
- There I was in charge of small tools and would merchandise according to Sears standards.

Sacker and Meat clerk , 08/1996 to 12/1998

Kroger's "City , STATE

- I started out as a part time sacker and moved up to full time seafood clerk
- My job was to maintain department clean organized and fully stocked.
- I would also provide customer service and help out with any questions they had.
- Reordered inventory when it dropped below predetermined levels.

Education

Associate of Applied Science : Criminal Justice , 2004

Laredo Community College - City , State

Accomplishments

- Exceeded monthly store sales goals 12 months in a row.

Skills

balance, budget, closing, hardware, creativity, credit, customer service, fax machine, hiring, HR, inventory, Merchandising, money, word, Monarch, next, payroll, copy machine, problem solver, Sales, Sales Manager, Sales Manager 5, sales manager I, San, supervisor, typewriter