**XAVIER LOUIS TOULE**

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**Profile**

An experienced retail manager with a hard working positive attitude towards all tasks and jobs at hand. A punctual and well presented polite person with great communication and customer service skills built up from a career in retail and a desire to constantly better myself. Never over awed by a job and knows how to put the hard work and dedication in, as started as a sales assistant and progressed through to senior sales, supervisor, shop floor manager, merchandiser, trainee manager, assistant manager and then manager. Can work long and flexible hours

* ICT key skills level 3
* Organisational skills
* Trained manager
* Strong sales and target driven
* Good knowledge of retail industry
* Customer service skills
* Security trained

**Work History**

**Store Manager**

JD Sports

London

June 2005-October 2010

Main responsibilities included daily running of store such as opening and closing store. Security management of shop such as monitoring CCTV as well as on shop floor delegation to staff to ensure safety of stock and customers. Control of stock audits such as preparation and scanning as well as up to date paperwork. Signing and checking deliveries making sure all stock was correct. Management of staff such as tasking with roles, planning staff rotas and budgeting staff costs as well as motivating staff to do tasks needed and drive towards sales targets. Motivation would include regular 1 to 1 talks as well as rewards for top sales and customer service for staff. Ensuring health and safety of store is maintained and cleaning is to a high standard this was done by checklists and constant monitoring. Making sure all staff were up to date in all training and a high level of customer service was maintained throughout. I did this by always talking to customers about their experience in the store and how they felt this could be improved. This would set goals for staff. Hiring and firing of staff as well as disciplinary actions. Managing to communicate with clear instructions to staff and at the same have a good working relationship. Good friendly customer service skills with good communication and a up beat attitude at all times. Worked at busy locations such as Lakeside Shopping Centre, Oxford Street, Romford Town Centre, Dagenham Town centre

* Progression from sales assistant to store manager
* Consistent high sales targets beaten very month
* Consistent high results for stock audits
* Always maintaining great working relationship with all staff

**Admin Assistant**

Starcom MediaVest

London

October 2004- May 2005

Sorting and distributing the incoming mail to all departments (FedEx packages and documents world wide). Tasked with monitoring and organising confidential contracts and money handling. Managing Admin Diary and ordering stationary to keep stock levels fresh. Involved in booking private functions and meetings . Helped in marketing of products such as creating press packs and gift bags. Handling invoices and sorting. Reception trained using switched board . Scanning, binding and printing documents.

**Education**

Epping Forest College **GNVQ Intermediate ICT**

London **GNVQ Advanced ICT**

September 2001-July 2004

Canon Palmer Catholic School **7 GCSE A-C Grades**

London

September 1996- July 2001

**References**

All available on request