ASSISTANT

MANAGER

T

revor

Cunningham

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Career summary

A fully committed, capable and confident assistant manager

who possesses the required vision, ability, drive and

enthusiasm needed for successful

retail

management. A highly

organised

and consistent

individual who can quickly

comprehend complex managerial

scenarios

.

Now seeking to

harness over three years

of practical

managerial, retail and

customer service experience in

a

suitable leadership role.

Key skills

PROFESSIONAL EXPERIENC

E AND ABILITIES

•

Updating work colleagues on

business performance, new

initiatives and related issues.

•

Providing focus and direction to s

ubordinates

.

•

Decision making and problem solving.

•

Work scheduling that improves employee performance

and reduces absenteeism.

•

People management.

•

Cost control, budget control and financial management.

•

Motivating employees to do better.

•

Accuracy and attention to detail.

•

Ability to work as part of a team.

•

Sales, marketing and merchandising.

•

Effective administrative procedures.

•

Ensuring high

levels of customer satisfaction.

•

Superb oral and written communication skills.

•

Flexible, open to ideas and willing to learn.

•

Extensive commercial awareness.

•

Leadership skills.

•

Communication, coordination and analysis skills.

ASSISTANT MANAGER

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Fashion Retail Store

Jan 20

10

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Present

Responsible for the tasks delegated by the store manager. In

charge of the workplace and ensuring it’s smooth running

and operation in the absence of the manager.

Providing

support to the manager in the planning and executing of all

complex activities and

tasks. Doing this by highlighting the

impact

, risks

and consequences of any managerial decisions

and also coming up with possible alternatives

and different

perspectives

to business problems.

Creating a constructive

environment and organizing brainstorming

sessions where

ideas can be generated from all involved stakeholders.

Also

responsible for building goodwill

&

loyalty from customers.

Auditing the work environment to ensure compliance with

Health & Safety standards.

NUNEATON

UNIVERSITY

2004

-

2007

Business Management BA (Hons)

COLLEGE

Coventry 2002

-

2004

A Levels; English (A) Physics (D) Geography (C)

SCHOOL

Coventry 1997

-

2002

GCSE; Math (B)English (A) Physics (D) Geography (C)

Math

(B)English (A) Physics (D) Geography (C)

Education

ASSISTANT MANAGER

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Department Store

Feb

2009

–

Dec

2010

Next in line to the general manager and responsible for

running the overall store operations. Fully accountable for

increasing sales, ensuring efficiency and for maintaining the

highest retail standards.

Also involved in setting priori

ties and

deciding on which important and urgent tasks need to be

done immediately and which ones can wait. Making an agenda

and planning to forestall any events rather than simply

reacting to events. Ensuring that staff do not get bogged

down in mundane an

d repetitive tasks and working to creat

e

a constructive and challenging environment for them so that

they will not get bored.

Defining the objectives

for the

business by

strategically planning and setting achievable and

realistic goals. Only doing this aft

er assessing the companies

resources, capital and people.

When required rewarding and

also disciplining the performance of employees.

TEAM LEADER

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Electrical Appliance Retailer

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09

Being the registered key holder for the business, responsible

for the premises security and for opening the building in the

morning and closing it at night. In charge of handling all

customer complaints diplomatically and ensuring they are

resolved amicabl

y. Also involved in serving customers,

recruiting staff and promoting their continuous training and

development. Striving to build strong marketing foundations

by utili

s

ing specialist software

&

information technology for

forward planning, data analysis an

d record keeping. Creating

a constructive yet relaxed working environment where

operational development

&

team efficiency is the number

one priority.

Having a hands on approach

&

leading by

example. Possessing extensive knowledge

of branded

product

s, servi

ces

&

merchandise

&

working hard to ensure

that service to customers is consistently high. Ensuring

effective visual merchandising is applied

throughout

the

store.

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References

Available on request.

Career history

Copyright information

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assistant

manager

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