

ASSISTANT MANAGER

Summary

7+ yrs of Management, customer service, extensive sales, service and repairs knowledge. PROGRAMS SKILLS: Quickbook Retail IQ, ISC, Snap, Fdt, E-ticket, Microsoft: Powerpoint, Outlook, Works, Word. Watson, ect..Maintains and expands customer base by counseling district sales representatives; building and maintaining rapport with key customers; identifying new customer opportunities. Recommends product lines by identifying new product opportunities, and/or product, packaging, and service changes; surveying consumer needs and trends; tracking competitors. Implements trade promotions by publishing, tracking, and evaluating trade spending. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks. Accomplishments Exceeding store quotas by up to 30%, Weekly meetings and Conference calls, Responsible for , customer service assistance, extensive sales, service and repairs knowledge. Direct multiple business affairs and have advance understanding of customers and clients needs

Highlights

7+ yrs of Management, customer service, extensive sales, service and repairs knowledge. PROGRAMS SKILLS: Quickbook Retail IQ, ISC, Snap, Fdt, E-ticket, Microsoft: Powerpoint, Outlook, Works, Word, Watson, ect..Maintains and expands customer base by counseling district sales representatives; building and maintaining rapport with key customers; identifying new customer opportunities.ÂRecommends product lines by identifying new product opportunities, and/or product, packaging, and service changes; surveying consumer needs and trends; tracking competitors.Â

Accomplishments

Accomplishments

- Achieves regional sales operational objectives by contributing regional sales information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining regional sales system improvements; implementing change.
- Meets regional sales financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Establishes sales objectives by creating a sales plan and quota for districts in support of national objectives.

Experience

Assistant Manager 10/2014 to 12/2014 Company Name City, State

- Target new customer to open new and upgrade account , maintain account , help customer with any issues,
- .

Personal Banking Representative 06/2013 to 09/2013 Company Name City, State

- Daily bank deposit , weekly inventory , monthly meeting.
- Accomplishes sales and organization mission by completing related results as needed.
- Responsibilities.
- Increased bank revenue by acquiring at least 5 checking accounts per quarter for nine consecutive quarters * Grew customer satisfaction by mastering program benefits, account history, interest rates and service fee knowledge and quickly answering customer questions Pioneered customer satisfaction study by gathering customer feedback on a daily basis and presenting to bank managers quarterly.

Store Manager 09/2007 to 06/2013 Company Name City , State

- Accomplishes regional sales human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees in assigned districts; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Keeping the store clean and organized Ensuring that merchandise is fully stocked Assisting with returns, exchanges, etc.
- Performing inventory counts Managing the cash drawer Preparing bank deposits lead a sales force that discovers customers' needs and delivers solutions to build loyalty, support team helps maintain customers' trust in Sprint and its products, business team brings the experience to business customers Achieves regional sales operational objectives by contributing regional sales information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining regional sales system improvements; implementing change.
- Meets regional sales financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Establishes sales objectives by creating a sales plan and quota for districts in support of national objectives.

Education

ASSOCIATE : LIBERAL ART 1994 KINGSBOROUGH COLLEGE City , State LIBERAL ART

DIPLOMA 1990 LAFAYETTE HS City, State

Skills

benefits, budget, coaching, counseling, customer satisfaction, customer-service, financial, forecasting, human resource, inventory, Managing, policies, presenting, quality, recruiting, sales, scheduling, strategic plans, upgrade