

## GENERAL MANAGER

### Summary

company that would offer growth within the organization. I am easily adaptable, maintain a high regard for attention to detail, and I bring a strong background in coaching/development of teams. I am looking to work for a company that will utilize my talents to the fullest while offering opportunities for growth. I want to work within a partnership that will challenge me to my fullest potential.

### Highlights

- Retail inventory management
- Store opening and closing procedures
- Store operations
- MS Office proficient
- Outstanding communication skills
- Exceptional leader
- Team-oriented
- Recruiting and interviewing

### Accomplishments

I have often been depended on for training new managers and staff from different locations within the company I work for. I am currently working on rewriting the Standard Operation Procedures manual as I am fully knowledgeable of the company's standards and policies.

### Experience

General Manager 10/2013 to 09/2016 Company Name City , State Opened a new store location and assisted in recruiting and training new staff.

Stocked and restocked inventory when shipments were received.

- Reorganized the sales floor to meet company demands. Design and implemented customer satisfaction metrics. Determined staff promotions and demotions, and terminated employees when necessary. Completed a series of training sessions to advance from Assistant Manager to Store Manager. Completed weekly schedules according to payroll policies. Trained all new managers on store procedures and policies. Trained staff to deliver outstanding customer service. Analyzed marketing information and translated it into strategic plans. Contributed to merchandising ideas at team sale meetings. Worked closely with the district manager to formulate and build the store brand.

General Manager 05/2010 to 06/2013 Company Name City , State Addressed customer inquiries and resolved complaints. Delivered excellent customer service by greeting and assisting each customer. Stocked and restocked inventory when shipments were received. Reorganized the sales floor to meet company demands. Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts. Completed a series of training sessions to advance from Assistant Manager to Store Manager. Trained all new managers on store procedures and policies. Completed weekly schedules according to payroll policies.

General Manager 09/2008 to 07/2010 Company Name City , State Delivered excellent customer service by greeting and assisting each customer. Opened a new store location and assisted in recruiting and training new staff. Design and implemented customer satisfaction metrics. Stocked and restocked inventory when shipments were received. Reorganized the sales floor to meet company demands. Determined staff promotions and demotions, and terminated employees when necessary. Completed a series of training sessions to advance from Assistant Manager to Store Manager. Completed weekly schedules according to payroll policies. Trained all new managers on store procedures and policies. Wrote order supply requests to replenish merchandise. Trained staff to deliver outstanding customer service. Addressed and corrected sales staff communication issues in a tactful and effective manner.

General Manager 11/2002 to 08/2008 Company Name City , State Addressed and corrected sales staff communication issues in a tactful and effective manner. Analyzed marketing information and translated it into strategic plans. Trained staff to deliver outstanding customer service. Wrote order supply requests to replenish merchandise. Worked closely with the district manager to formulate and build the store brand. Trained all new managers on store procedures and policies. Completed weekly schedules according to payroll policies. Opened a new store location and assisted in recruiting and training new staff.

Apparel Manager 09/1998 to 08/2002 Company Name City , State Delivered excellent customer service by greeting and assisting each customer. Addressed customer inquiries and resolved complaints. Stocked and restocked inventory when shipments were received. Reorganized the sales floor to meet company demands. Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts. Wrote order supply requests to replenish merchandise. Trained staff to deliver outstanding customer service. Contributed to merchandising ideas at team sale meetings.

### Education

Associate of Science : Biology Florida International University City , State Biology

### Languages

fluent in Spanish and some Italian

### Skills

Coaching, Inventory Control, Italian, MS Windows, Oracle, Payroll, sales, Scheduling, fluent in Spanish, Staff Development, 55 WPM, Visual Merchandising