

CO-MANAGER

Summary

Seeking a management position that utilizes my strong experience and skills to achieve an organization's sales and profit goals Well-organized, detail-oriented individual who manages a high volume workload within a deadline driven environment Expertise in establishing priorities and coordinating work assignments to control and maximize productivity Skilled at working harmoniously with associates and resolving minor personnel problems Experience in staff performance evaluation and the creation/implementation of procedural changes to improve the quality of the workforce Outstanding customer service skills with focus on achieving top levels of customer satisfaction Skilled in use of MS Word, MS Excel, MS Power Point; bilingual in French and Creole

Work History

Company Name

Experience

Co-Manager

November 2011 to January 2016 Company Name - City , State

- 120 Employees - \$800,000 Weekly Sales Volume Compile and interpret reports ensuring maximum profits are achieved
- Seek high selling merchandise to feature on endcaps
- Analyze revenue weekly to forecast expenditures and staffing needs
- Supervise proper scanning of outs, make changes to the on-hands and replenish merchandise
- Search and reduce shrink, look for opportunities to capture markdowns, ensure store is in line with company initiatives
- Hire, train, supervise and terminate hourly associates; develop plans to assist in achievement of maximum performance; monitor and give constructive feedback in a timely manner; provide learning opportunities through guidance and support; set clear expectations creating timelines and performance metrics
- Require associates to adhere with customer service initiatives that create a pleasant shopping experience for customers by having daily meetings, "coaching by walking" and computer-based training
- Drive community awareness programs by participating and supporting community events, i.e. soup kitchens, cancer walks, Children's Miracle Network
- Enforce safety standards relating to accidents and STFs; OSHA compliance, work with Ecolab and Kay Chemical to prevent hazards or compliance issues.

Assistant Manager

May 2011 to November 2011 Company Name - City , State

- 300 Employees - \$1,500,000 .00 Weekly Sales Volume Managed direct reports, delegated and monitored against a pre-determined deadline and measure of quality Hired, trained, developed and appraised subordinates Budgeted and forecasted, minimize shrinkage and achieved sales and target goals Monitored and controlled expenses in several divisions Ensured customer satisfaction and retention Analyzed the market and competitions and building strategy to ensure profitability Implemented bench marking process on merchandise and instock level

Small Business Sales Consultant

February 2008 to April 2011 Company Name - City , State

- 20 Employees \$100,000 Weekly Sales Volume Consulted with customers to recommend and sell variety of AT&T products and services to meet customers' needs Provided customers with a positive sales and service experience Interacted with multiple online systems while speaking with customers Met sales quotas and service objectives in a fast-paced call center environment.

Team Leader / Service Delivery Coordinator / Supervisor

June 2005 to January 2008 Company Name - City , State

- 108 Employees - \$325,000 Weekly Sales Volume Began as CSR; promoted to Team Leader of Roadside Assistance Division during crucial evening shift Provided guidance and direction to all Member Service Counselors, real-time management of the call center floor, and frequently interacted with Dispatch and AAA members on service-related issues Handled escalated inquiries from members Interacted with Dispatch to resolve inaccurate information taken by Counselors or other issues Served as Shift Leader in absence of evening supervision Coached call takers on call quality issues as they arose; performed new hire training on operating system Handled customer inquiries, complaints, billing questions and payment services.

Customer Service Representative

January 2001 to June 2006 Company Name - City , State

- Performed light typing and clerical duties and heavy volume of phone calls.
- Assisted customers with their renewal application process.

Shift Leader

August 2002 to November 2003 Company Name - City , State

- Supervised inventory, verified quantity and quality of products received.
- Interfaced directly with customers to provide assistance and resolve problems.
- Assigned identification numbers and recorded items processed; performed all paperwork.

Customer Service Team Leader

June 2001 to August 2002 Company Name - City , State

- 23 Employees Supervised all daily functions of store activity to ensure customer satisfaction Performed daily safety and temperature audits adhering to standards set by health board Interacted with customers on a daily basis; transferred monetary transactions for the business Generated weekly reports of profits and loss within the business.

Shift Manager

September 2000 to May 2001 Company Name - City , State

- 12 Employees Handled inventory and controlled cash Maintained a safe work environment for all co-workers Managed shift by instruction Ordered products for store and customer sales Closed store and performed necessary duties.

Education

Liberal Arts Kean University Liberal Arts

High School Diploma Hamilton High West

Skills

billing, call center, cancer, clerical, coaching, customer satisfaction, customer service, direction, fast, instruction, inventory, Team Leader, market, meetings, Network, operating system, speaking, quality, real-time, safety, selling, Sales, scanning, staffing, strategy, supervision, phone, typing