

ASSISTANT MANAGER

Summary

General Associates with emphasis in Business Admin. and Communications Current 3.0 GPA Volunteer Junior Achievement teacher Grades 1st and 3rd 3 yrs. as a volunteer in special needs classroom Routinely helped as many as 350 customers each day in a high-volume retail Store. Consistently exceeding daily sales targets with an average of \$3000 in sales each day. Over 13 years in retail/customer service Has managed over 13 people at one time.

Experience

Assistant Manager

February 2015 to Current Company Name i¼ City , State

- Closing and opening store and all daily operations.
- Loss prevention.
- Banking and merchandising.

Assistant Manager

January 2013 to February 2015 Company Name i¼ City , State

- Communicated information to customers about product quality, value and style.
- Communicated merchandise needs and issues to appropriate supervisors in a timely fashion.
- Completed floor replenishment to guarantee size availability and promote customer satisfaction.

Store Manager

January 2011 to January 2013 Company Name i¼ City , State

- Educated customers on product and service offerings.
- Offered exceptional customer service to differentiate and promote the company brand.
- Communicated store policy violations to the leadership team in a timely manner.

Swing Manager

January 2008 to January 2011 Company Name i¼ City , State

- Worked hands on with H.S Students in their training and development to manager trainees.
- Recruited, hired, developed and retained retail talent for the company.
- Held each team member accountable for achieving brand and performance goals.
- Offered direction and gave.
- constructive feedback to motivate team members.

Education

BA : Communications Siena Height University i¼ City , State Communications

General Associates : General Lansing Community College i¼ City , State General

Skills

Banking, Closing, customer satisfaction, customer service, direction, fashion, leadership, Loss prevention, merchandising, quality, retail