

SALES MANAGER

Summary

Friendly and enthusiastic with over six years of specialization in hospitality. Able to learn new tasks quickly and proficient in growing key customer relationships. Represent establishment with friendly, professional demeanor at all times. Able to work in a fast paced establishment and passionate about exceeding expectations.

Highlights

- Client relations specialist
- Conflict resolution techniques
- Team management
- Meticulous attention to detail
- Skilled multi-tasker
- Deadline-oriented
- Management of remote employees
- Focused on customer satisfaction
- Efficiency
- Excellent verbal communication

Accomplishments

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions, and orders.

Experience

Sales Manager 01/2015 to 07/2015 Company Name City , State

- Active Learning Social Perceptiveness Reading Comprehension Computers and Electronics Picker Amazon Obtain merchandise from bins or shelves.
- Resolve customer complaints regarding sales and service.

Cashier Zaxbys 09/2014 to 01/2015 City , State

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Monitor customer preferences to determine focus of sales efforts.
- Plan parties or other special events and services.
- Perform marketing and advertising services.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Answer customers' questions, and provide information on procedures or policies.
- Sell tickets and other items to customers.
- Process merchandise returns and exchanges.
- Place merchandise on conveyors leading to wrapping areas.
- Read orders to ascertain catalog numbers, sizes, colors, and quantities of merchandise.
- Oversee regional and local sales managers and their staffs.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.
- Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.
- Issue receipts, refunds, credits, or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Calculate total payments received during a time period, and reconcile this with total sales.
- Receive payment by cash, check, credit cards, vouchers, or.

01/2014 to 07/2014 City , State

09/2010 to 01/2014 City , State

Education

May 2012 High School Diploma : General Business Ringgold High School City , State Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately. Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans. automatic debits. Issue receipts, refunds, credits, or change due to customers. Assist customers by providing information and resolving their complaints. Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners. Greet customers entering establishments. Answer customers' questions, and provide information on procedures or policies. Sell tickets and other items to customers. Process merchandise returns and exchanges. Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items. Sort, count, and wrap currency and coins. Supervise others and provide on-the-job training. Stock shelves, and mark prices on shelves and items. Bag, box, wrap, or gift-wrap merchandise, and prepare packages for shipment. Post charges against guests' or patients' accounts. Keep periodic balance sheets of amounts and numbers of

transactions. Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change. Calculate total payments received during a time period, and reconcile this with total sales. Compute and record totals of transactions. Compile and maintain non-monetary reports and records.

Skills

advertising, balance sheets, calculators, cash receipts, cash registers, catalog, commodities, credit, Critical Thinking, Resolve customer complaints, Decision Making, Electronics, special events, features, focus, Inspect, Issue receipts, mark, marketing, money, policies, Reading, Read, real estate, Sales, scanners, staffing, tables, telephone