
John Smith

Address Line 1

Address Line 2

Whitley Bay, Tyne and Wear, Post Code.

Telephone: 0191 123456

RETAIL SALES ASSISTANT / SUPERVISION

Highly successful in helping define company direction, achieve goals and optimize business whilst delivering the highest standards in the competitive retail sector. Skilled in optimising team potentials through delivery of staff training whilst promoting best practice. Now looking for next stage in career with a high-class business, will consider an Area Sales Management role that offers a genuine opportunity for progression and rewards on merit and hard work.

AREAS OF EXPERTISE

- Business Development
- Maximizing Sales
- Exceeding Targets
- Loss Prevention
- Salesmanship / Sales initiatives
- Budgeting / Financial Control
- Training Staff
- Identifying Customer Needs
- Stock / Cost Control
- Health and Safety
- Merchandising
- Security

PROFESSIONAL DEVELOPMENT

NVQ 2 Retail Operations 1994
Courses: EPOS, Supervisory Management, Time Management, Health and Safety, Manpower Planning, Retailing, Accounts and Profitability, Presentations and Communications, Influencing Skills, Loss Prevention, Time Management, Customer Care.

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

SALES ASSISTANT

Feb 06 - Present

Company A

Ensuring the smooth running of the store as a valued team member, maintaining and arranging and pricing the produce, merchandising, cashing up the till. Also ordering stock, checking deliveries.

- Consistently over achieved set targets and out-performed all other sales assistants.
- Delivered first class customer service.
- Trained and supervised new and less experienced employees when required.
- Helped maximize sales by ensuring availability of product at all times.
- Reduced shrinkage by 5%

SALES ASSISTANT

Aug 05 - Jan 06

Company B

- Helped maximize sales and increased turnover year-on-year by over 10%
 - Helped train and develop new sales assistants.
 - Met all targets. Outperformed all other Sales Advisors.
 - Provided induction training for new employees.
 - Ensured all space in store was effectively utilized by organizing a fast turnaround merchandising concept, implementing weekly changes in the store.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

STORE ASSISTANT

Aug 04 - Aug 05

Company C

- Duties included stock control and merchandising, achieving a high standard of customer care.
- Delivered first class customer service, met targets and customer needs.
- Trained and supervised new and less experienced employees when required.
- Carried out end-of-day till reconciliations.
- Dealt with customer complaints, returns and enquiries at the customer service desk.
- Increased managers' operating profit and saved the company significant costs by reducing losses by 15%.

STORE ASSISTANT

Jan 00 - Aug 04

Company D

- Ensured all space in store was effectively utilised by organising a fast turnaround merchandising concept, implementing weekly changes in the store.
- Helped develop clear brand and promotional strategies.
- Assisted in compiling marketing proposals and display packages.
- Balanced till at end-of-day.
- Trusted key-holder.

TRAINEE TO ASSISTANT MANAGER

Oct 97 - Jan 00
(& Jan 93 - Aug 96)

Company E, Blyth.

- Full operational control of this store in the Manager's absence, Responsible for customer service, sales and marketing, staff training, budgetary control, sales forecasting, overseeing up to 20 staff, a turnover in excess of £1.5 million p.a. and approx. 20,000 sq. ft. of retail space.
- Raised awareness and marketed the store by organising special promotional sales evenings.
- Implemented customer follow-up questionnaire which detailed relevant management information.
- Trained unmotivated staff to a high caliber, many of whom are now supervisor themselves by organising training and monitoring performance through regular reviews.
- Designed customer care training package that reduced staff turnover and increased morale.
- Consistently outperformed other Sales Advisors. Personally responsible for £0.5 million in sales turnover.

SHOP FLOOR SUPERVISOR

Aug 96 - Sep 97

Company F, Blyth.

- Raised awareness and marketed the store by organising special promotional sales evenings.
- Implemented customer follow-up questionnaire which detailed relevant management information.
- Trained unmotivated staff to a high caliber, many of whom are now supervisor themselves by organising training and monitoring performance through regular reviews.
- Designed customer care training package that reduced staff turnover and increased morale.
- Consistently outperformed other Sales Advisors.

PERSONAL

Interests and Pastimes: Cars, Motor Sports, Snooker, Running.
Mobility: Full clean driving license.
Born: 1977.
Marital Status: Single.

References available on request.