

Paul Jones

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RETAIL / TRAINING MANAGEMENT (High Street & Cruise Travel Industry)

Over 11 years, fast paced, quality experience within the very competitive and troubled travel industry. Highly successful in driving business forward whilst delivering high retail standards and increasing sales mainly through operational, financial and H.R. skills. Also skilled in optimising team potentials through delivery of training solutions whilst promoting best practice and encouraging a self-development culture. Believing that excellent staff training and customer service, brings ever increasing revenues and profits. Now looking to significantly benefit a large, reputable company in return for a Retail Management position, will consider Area / Regional Management.

AREAS OF EXPERTISE

- Business development
- Promotions / marketing
- H.R. project / policy development
- Customer service / sales initiatives
- Implementing company policies
- New store openings
- Meeting targets
- Visual Merchandising
- Business planning and reviews
- Budgeting / financial control
- Team leadership
- Computer literacy
- Maximizing profit
- Recruitment
- Staff training

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

BOUTIQUE MANAGER

Nov 02 - to present

Write Company A Here

Responsible for all aspects of £3 Million p.a. Cruiseline Retail operations, including financial reports, payroll, inventory and stock control) on one of the best 5 Star Luxury Cruiselines "Celebrity Cruises". and 6 boutiques onboard a number of other ships, up to 18 staff.

- Increased turnover year on year, consistently beating budgeted requirements
- A seven-day-week operation.
- Specialist knowledge of designer luxury goods including fine jewellery, watches, perfumes.
- Maximized sales through consistently promoting a culture of customer service excellence.
- Designed customer care and product knowledge training package that reduced staff turnover, increasing moral and productivity whilst laying the foundation for a systematic staff training programme.

DEPARTMENT MANAGER

1996 - 02

Write Company B Here

Responsible for all shoe sales operations delivering over \$2 Million p.a. for one of the largest departmental store chains in the USA (125 stores) Overseeing up to 15 staff

- Full operational and management control of 2 departments.
- Increased revenue to a high levels in both stores .
- Promoted to Assistant Manager after only 4 months, to Department Manager after 6 months.
- Instituted and developed new and necessary operational procedures, creating and overseeing the management and new sales teams.
- Project managed - organised, trained, designed and delivered a programme for and work based learning.
- Set up and managed personnel review and appraisal system.
- Maximized regions sales through consistently promoting a culture of customer service excellence.
- Ensured all space in store is effectively utilised.

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

Company B (continued)

- **Started up and developed new sales operation in Las Vegas** including , staff development training, defining organisational needs and recruiting quality staff. Based on maximizing turnover and increasing business performance of other 2 departments.
- Implemented and developed: strategic business plan for all newly created department, marketing strategy, monthly trading accounts, management training and development plan.
- Analysed all buying procedures in line with best practice and organisational requirements. thereafter oversaw the smooth running of new department.

RETAIL MANAGER / PHOTOGRAPHER (ONBOARD PHOTO SHOP)

1992 - 96

Write Company C Here

- Promoted and provided a full range of photographic services and products to passengers.
- Ensured the highest possible revenues during each cruise, including the Celebrity Fleet 2000-01.
- Trained, motivated and managed staff.
- Gained good technical experience in a wide range of photographic laboratories.

PHOTOGRAPHER

1988 - 92

Write Company D

- Gained a good artistic sense and an appreciation of design, whilst making good use of light, colour and shade, and to paying close attention to detail.
- Possessing important interpersonal and communication skills in dealing with clients and a very patient nature, as setting up shots carefully often takes a long time and technical work can be painstaking and time consuming.
- Reacted extremely quickly if an opportunity for a good shot is seen.
- Technical aptitude technical matters and the ability to improvise with equipment and techniques.

Key skills gained and developed:

Social, PR, Industrial, Architectural and wedding photography, as well as video media, commercial and business awareness, photo finishing. processing / development, COSHH, equipment maintenance, financial controls, basic mechanics / electrics, computer literacy.

Formal Sales Management training and numerous in-house courses, has supplemented my extensive hands-on experience:

Training the Trainer, First Class Service Proposition, Staff Performance Reviews, Supervisory Management, Instructional techniques, Appraisal Writing, Time Management, Health and Safety, Manpower Planning, Staff Development, Retailing, Accounts and Profitability, Presentations and Communications, Health and Safety, Assertions and Influencing Skills, Loss Prevention, Time Management, Customer Care.

(commensurate with key skills and experience)

Personal

Date of birth: 1965

Status: Single.

Interests/Pastimes: Reading, swimming, social, travel, photography.

References available on request.
