

OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company in *Customer Service, as a Front Desk Agent, as a Cage Cashier, or other key position as applicable*, using my extensive skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 20 years of experience in several managerial roles in retail environments with a large-chain corporation, and national retailer, overseeing all store operations, marketing and sales, supervising up to 50 sales associates and other staff, driving revenues through innovative marketing/sales/visual merchandising strategies, and maintaining highest levels of customer satisfaction, with up to \$5.5M in annual sales revenues
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills
- Excellent organizational and motivational skills, guiding and directing individuals to maximize productivity and their own personal potential
- Over 20 years' experience in sales and providing uncompromising highest standards of customer service, assisting customers with their product/service selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Experienced in all aspects of staffing and workforce development including interviewing and hiring, training and mentoring, scheduling, delegating assignments and setting sales goals and initiatives, monitoring all work activities for quality, expediency, proper employee/customer interactions, and progress towards attainment of goals, conducting performance evaluations, implementing disciplinary measures, and terminations
- Initiates, reviews, revamps and streamlines existing systems for greater efficiency and productivity, and experienced elevating staff performance trends in retail operations, recognized and commended for elevating KPI ratings in alignment with corporate standards
- Consistently and frequently drives store sales revenues to exceed all goals and objectives
- Experienced implementing and executing all company SOP and policies, directives, and sales initiatives
- Proficient analyzing profit and loss statements making adjustments to store operations within constraints of budgetary guidelines as required or necessary to increase profits
- Outstanding leader with a results-driven attitude, dedication, and loyalty, mentoring new personnel, recognized and utilized as a knowledgeable resource, the "go-to" professional, providing advanced product information and resolving issues when other personnel cannot, ensuring that all sales personnel have a comprehensive understanding of products, protocols, and procedures, with a focus on enhancing the overall customer experience
- Inventory management - reviews, updates store inventory counts, and reports surpluses and deficiencies to corporate, accordingly
- Familiar with using computers, Windows, MS Office, Kronos (preparing payroll for up to 50 employees), Internet research, and email

PROFESSIONAL EXPERIENCE

04/96 – 06/17 **Store Manager / Assistant Store Manager**

TJ Maxx / TJX Companies, Williamsville / Amherst, NY

- Responsible for managing all store operations for the newly opened store driving \$2.2M in sales revenues in just the first 3 months, steadily maintaining YOY growth, and achieving 22% over the store objective \$4.5M with \$5.5M in just slightly over the first 2 years as the Store Manager
- Supervised up to 50 employees to be completely educated for all inventory as related to customers' needs, consistently meeting and exceeding customers' expectations through delivering unparalleled customer service in a friendly and courteous retail atmosphere
- Provided coaching and motivated personnel to achieve all sales goals and initiatives through discussions regarding sales methodologies, techniques, logical sales progressions into collateral products, enhancing listening skills, and solution-based ideas
- Utilized P&L statements to identify substandard trending and implemented modifications to operations as necessary to restore or maintain profitability
- Promoted from Assistant Manager to the Store Manager based upon building strong customer relationships, unique management style, sales performance, dedication, and other performance metrics

EDUCATION, TRAINING & ACHIEVEMENTS:

Highest Ranking District Store, Customer Service, 2015

Highest Customer Satisfaction Scores Out of 12 Stores in the District (Western New York)
TJX Companies, Amherst, NY

Highest Ranking District Store, Customer Service, 2014

Highest Customer Satisfaction Scores Out of 12 Stores in the District (Western New York)
TJX Companies, Amherst, NY

Associate in Applied Science, Merchandising Management, 1981

Bryant & Stratton Business Institute, Rochester, NY

Diploma

LaSalle Senior High School, Niagara Falls, NY