

# JANE DOE

000-000-0000 | Anywhere, US 00000 | contactme@email.com

## *Retail Manager: Operations ~ Sales ~ Customer Service*

### PROFILE

- Offer extensive combined experience in both retail and restaurant/food service operations spanning management, sales, service, procurement, vendor relations, inventory control, and merchandising/stocking through food production, human resources, payroll, banking, cash handling, administrative, and regulatory compliance
- Motivating, hands-on leader experienced in building and directing high-performance teams; equally effective in management, independent and collaborative roles
- Excel in prioritizing, coordinating and managing workflow to maximize productivity, efficiency and use of time and resources in meeting performance goals across key metrics including operational, sales, service levels, quality, and bottom-line profits
- Dynamic communication and interpersonal relation skills, with continual commitment to providing world-class customer service
- Sharp business acumen; Bachelor of Science in Business Administration
- Adaptable, flexible and available to meet employer staffing needs; includes relocation

### PROFESSIONAL BACKGROUND

**CLERK**, Retailer Name-City, State 2012-Current

- Concurrent with management career, have capitalized on opportunity to build solid experience in retail operations as a part-time associate; entrusted with daily store closing
- Provide superior customer service in assisting with product selections, addressing needs and processing sales transactions; operate register and securely and accurately manage high volume of cash
- Efficiently maintain stock at optimal levels based on real-time and projected sales trends

**MANAGER**, Restaurant Name-City, State 1997-2018

- Built successful career, progressing through kitchen management and front-of-house positions to ultimately steer full-scope business operations of multi-million dollar annual revenue producing casual dining establishment
- Proficiently managed kitchen and food production functions along with front-of house order processing and service
- Effectively hired, trained, scheduled, and managed staff; human resource responsibilities included labor budgeting, payroll, performance evaluations, and employee relations
- Strategically controlled and purchased inventory to cost-effectively maintain appropriate stock levels; productively managed vendor relationships
- Efficiently managed cash receipts and banking; maintained daily accounting records
- Consistently ensured compliance with industry health, sanitation and safety standards

### EDUCATION

**Bachelor of Science, Business Administration**, University of USA-Anywhere, US

**Associate of Arts-Liberal Arts**, Liberal College-Anywhere, US