

# Client Name

Profit-Focused Sales Leader & Synergistic Team Builder

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**Dynamic Leader** who offers talent in Multimillion-Dollar Retail Management, Sales / Marketing, Strategic Analysis / Planning, Profit / Loss, Inventory Control, and Trends Tracking, as well as Human Resources, Team Building, Training / Development, and Diversity Management. **Top Performer** makes sound business decisions to reflect positively on operations in alignment with a high-profile employer's vision, value, and goals. **Visionary Professional** who rises above retail business challenges to improve the bottom line, including quickly adapting to evolving marketplace scenarios. **Bilingual Communicator** (Spanish) develops beneficial relationships with decision-makers, retail / business teams, and customers, and who leads staff by example and with ethics and integrity to optimize success.

## PROFESSIONAL SYNOPSIS

**Operations Manager** BUSINESS NAME, NEW YORK METRO 2017 – PRESENT

Capitalize on the opportunity to lead forward-thinking retail operations while training, coaching, mentoring, and managing top-performing teams. Deliver leadership and guidance to all associates while interfacing among branch management. Coordinate and lead fast-paced multi-department activities in alignment with corporate policies.

- ✓ **Successfully increase and / or maintain store's sales volume of \$65+ million.**
- ✓ **Continually set clear expectations to optimize retention and boost productivity.**

**Assistant Store Branch Manager** BUSINESS NAME, NEW YORK METRO 2015 – 2017

Maximized bottom-line performance by directing all departments and areas to align with SOPs and companywide standards. Delivered resourceful leadership, team building, coaching / mentoring, and training to boost productivity. Effectively controlled inventory by analyzing and following IAR, cycle counts, and maintaining solid branch levels.

- ✓ **Profitably increased and / or maintained sales volume of \$315 million.**
- ✓ **Ensured branch-wide compliance with OSHA / HACCP and company SOPs.**

**Specialty Sales Assistant Store Manager** BUSINESS NAME, NEW YORK METRO 2009 – 2015

Strategically steered high-volume retail store operations while executing targeted action plans to resolve store-wide discrepancies. Drove business growth by training, mentoring, and managing a team of 150+. Directed all sales specialists, lead generators, kitchen designers, customer order specialists, and department managers, among others.

- ✓ **Actively met and / or exceeded store's plan and comps YOY.**
- ✓ **Profitably increased and / or maintained sales volume of \$110 million.**
- ✓ **Influenced store's profits through detailed KPI analysis and trends identification.**

**Store Manager** BUSINESS NAME, NEW YORK METRO 2004 – 2009

Utilized broad scope of industry knowledge toward managing a store exceeding \$25 million in annual sales while developing a pipeline of store / assistant managers to fulfill future openings. Developed short- / long-term plans while maintaining total store awareness and business perspective in identifying key opportunities for increasing sales.

- ✓ **Rapidly promoted to Store Manager after only six months of employment.**
- ✓ **Excelled in focus management, team development, and store plan achievements.**

**Store Manager** BUSINESS NAME, NEW YORK METRO 1999 – 2004

Played a vital role in building and sustaining a customer service-focused team environment while reducing turnover and comprehensively maintaining awareness of industry market trends, key consumer needs, and local competition.

- ✓ **Promoted to competitive Store Manager role after only one year of employment.**
- ✓ **Expertly analyzed sales figures and forecasted sales volume to maximize profitable results.**

## EDUCATION & PROFESSIONAL DEVELOPMENT

**Undergraduate Business Administration Studies**  
**PC Service & Support | 2000 A+ Certification**

NAME OF COLLEGE  
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