

BUSINESS LEADER

Multi-faceted business leader with ten years of proven success in leadership and customer service. Consistently exceed targets through impactful coaching, training, and strategic planning. Adept at increasing revenues, profits, and customer satisfaction through performance management, strong relationship building, and on-going employee development.

CORE COMPETENCIES

- Interviewing & Staffing
- Relationship Building
- Training & Coaching
- Team Building
- Performance Management
- Recruitment & Retention
- Inventory Management
- Prolific Communication
- Financial Planning
- Payroll & Scheduling
- Visual Merchandising
- Leading Presentations

PROFESSIONAL EXPERIENCE

Sample Job – Sample Business Sample, ST (2014 – Present)

Utilize networking skills to proactively prevent any vacancies and generate revenue. Host sample conferences and complete background checks for new staff, scheduling, and supply orders.

- **Received 93% on surprise corporate inspection earning highest score in six years.**

Sample Job – Sample Business Sample, ST (2012 – 2014)

Managed onboarding, retention, and and career development process for all new hires. Monitored and created strategic action plans to improve sales associate performance. Consulted with customers to uncover and recommend personalized product and service solutions. Addressed billing and service concerns, customer requests, and technical troubleshooting.

- **Improved same store YOY sales by 6% while increasing sample campaign success by 25%.**

Sample Job – Sample Business Sample, ST (2010 – 2012)

Delivered customer-centric selling culture through team building and sales capability improvement. Performed hiring, training, and on-going performance evaluations for marketing and sales staff. Managed district shrink through analysis and weekly presentations via conference calls. Participated in visual merchandising, store layout changes, and inventory replenishment / control. Created and managed schedules, monitored payroll, and ensured compliance with guidelines.

- **Selected to participate in visual merchandising with sample team for grand opening.**

Sample Job – Sample Business Sample, ST (2008 – 2010)

Delivered best-in-class customer experience through recruitment and staffing of top industry talent. Managed onboarding, retention, and and career development process for all new hires. Created and managed schedules, monitored payroll, and ensured compliance with guidelines. Hosted and lead brand education meetings and certification classes.

- **Managed and drove sales in \$3.5M location, while staffing and developing 47 sample specialists.**

Sample Job – Sample Business Sample, ST (2005 – 2008)

Completed background checks for new staff, scheduling, and supply orders. Partnered with Sample Product team to create compelling visual presentations optimized for sales. Participated in visual merchandising, store layout changes, and inventory replenishment / control. Promoted from Sample Title to Sample Title in 2006 before promoting to Sample Supervisor in 2008.

- **Promoted quickly and frequently while beating fierce completion from outside talent.**

EDUCATION

Sample University - B.S. Sample Degree - Dean's List Sample, ST (2004-2006)

Sample Community College - A.A. Sample Degree Sample, ST (2002-2004)