***Resume sample (experience and combine format)***

ANN J. EXAMPLE

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## PROFESSIONAL PROFILE

I am an enthusiastic and dedicated professional with extensive experience across all areas of retail management. An exceptional leader who is able to develop and motivate others to achieve targets, I can demonstrate a strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges, I perform effectively even within a highly pressurised working environment.

## OBJECTIVE

I am now looking to progress into a senior management position within the retail sector. I am therefore keen to find a new and suitably challenging role within a market-leading organisation.

## CAREER SUMMARY

**1994-date *A&B Stores plc***

#### SENIOR AREA OPERATIONS MANAGER (2002-date)

* Responsible for meeting budgetary and sales targets through motivating and developing staff, consistently achieving and surpassing Key Performance Indicators
* Reporting to the Retail Operations Manager with responsibility for operational and people (320) management within 14 stores
* Controlling management accounts with attention to essential criteria for net profit, including sales, shrinkage, wages, write-off, cash control and store expenditure
* Monitoring and controlling store compliance in all areas, including customer care, effective planning, staff training and development, organisation and time management
* Supporting management and staff to help create their own successful and productive team and become effective team leaders
* Maximising every sales opportunity by promoting the highest standards of customer care and recognising potential development and training opportunities
* Communicating daily with Customer Support Centre functions - Buying, Retail, Finance & Distribution – to ensure effective control and operation of all areas
* Reviewing and evaluating weekly KPI achievement and producing an end of week spreadsheet
* Supporting and coaching Area Managers to reach their full potential
* Deputising for Retail Operations Manager, responsible for whole region, incorporating 9 Area Managers

**CUSTOMER SERVICES MANAGER (2000-2002)**

* Reporting to the Director of service quality, primarily responsible for 16,000 internal customers and all external customers
* Maintaining the Service Quality Customer Service Standards Library for the department
* Developing a CD ROM training programme to be used in all stores, in line with customer service strategy
* Managing and developing stores’ monthly incentive programme and cost justifying
* Supervising, motivating and developing team reward and recognition programmes
* Handling and swiftly resolving customer complaints in a professional and effective manner
* Creating and introducing in-store customer awareness and feedback forms with most useful results

## CAREER SUMMARY continued

**SPECIAL PROJECTS MANAGER – RETAIL & SUPPLY CHAIN (1999-2000)**

* Reporting to the Group Retail Director and charged with integrating One Stop systems to A&B
* Introducing ambient grocery to the distribution centre, setting up new delivery schedules, training programmes and rolling out into 400 stores
* Designing effective store communication procedures to ensure the smooth running of all operations
* Responsible for seasonal event management for the company
* Investigating and understanding weekly shrinkage issues, producing a user friendly guide, and subsequently testing and rolling-out

**AREA OPERATIONS MANAGER (1997-1999)**

**STORE MANAGER (1995-1997)**

* Managing 7 convenience stores and becoming Training Store Manager for the whole region, manager of the Store of Excellence and Area Manager Designate
* Encouraging the highest possible standards of customer service from the team and maintaining the smooth day-to-day operation of the stores
* Maintaining good staff relations through effective communication, leadership, discipline and motivation
* As Training Store Manager for all trainees, achieving the successful induction of 48 new employees

**RELIEF MANAGER (1994-1995)**

**ASSISTANT STORE MANAGER (1994)**

## EDUCATION AND QUALIFICATIONS

**B.I.I:** National Licensee Certificate

**NVQ:**  Retail Levels 1, 2 & 3

**3 A Levels:** Economics, Mathematics & Chemistry (1994)

**9 GCSEs:**  Including English & Mathematics (1992)

## KEY I.T. SKILLS

* Word, Excel, Access, PowerPoint, Internet & Email

## PERSONAL DETAILS

# Date of Birth: 18th January 1977

# Nationality: British

# Health: Excellent; non-smoker

# Other: Qualified in First Aid

## INTERESTS AND ACTIVITIES

**Currently include:** Netball (playing & coaching), Badminton & DIY

### REFERENCES ARE AVAILABLE ON REQUEST