

## 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.

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### 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.

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### 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

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## **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)**

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## **EDUCATION AND QUALIFICATIONS**

<b>B.I.I:</b>	National Licensee Certificate
<b>NVQ:</b>	Retail Levels 1, 2 & 3
<b>3 A Levels:</b>	Economics, Mathematics & Chemistry (1994)
<b>9 GCSEs:</b>	Including English & Mathematics (1992)

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## **KEY I.T. SKILLS**

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

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## **PERSONAL DETAILS**

**Date of Birth:** 18<sup>th</sup> January 1977  
**Nationality:** British

**Health:** Excellent; non-smoker  
**Other:** Qualified in First Aid

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**INTERESTS AND ACTIVITIES**

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

**REFERENCES ARE AVAILABLE ON REQUEST**

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