

## APPAREL ZONE SUPERVISOR

### Summary

Expert retail sales professional offering 4+ years experience in multiple retail settings. Focused on exceeding sales goals. Punctual retail sales professional focused on exceeding expectations and building customer loyalty. Flexible schedule and strong communication skills.

### Highlights

- Cash handling accuracy
- Inventory control procedures
- Excellent multi-tasker
- Strong communication skills
- Employee scheduling
- Loss prevention
- Organized
- Detail-oriented
- Flexible schedule

### Experience

#### Apparel Zone Supervisor

December 2016 to Current Company Name i¼ City , State

- Answered customers' questions and addressed problems and complaints in person and via phone.
- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Key holder/zone supervisor responsible for monitoring floor, manager approvals, money handling responsibilities, 2nd and 3rd checks on E4473 documents, responsible for all area not just my own including camping, firearms, footwear, fishing, archery.
- Closing duties/opening duties, setting AD and checking for accuracy, assisting customers in all areas, web ordering, properly processing truck deliveries, actively learning about products.
- Operating cash register with 100% accuracy.
- Maintaining cleanliness of entire store.

#### Consumer Electronics Sales Lead, Merchandising Supervisor

December 2014 to December 2016 Company Name i¼ City , State

- Operated a cash register for cash, check and credit card transactions with 100% accuracy.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register. Verified that all customers received receipts for their purchases.
- Handled all customer relations issues in a gracious manner and in accordance with company policies. Welcomed customers into the store and helped them locate items. Shared best practices for sales and customer service with other team members to help improve the stores efficiency. Resolved all customer complaints in a professional manner while prioritizing customer satisfaction. Followed merchandising guidelines to present visually appealing displays. Maintained established merchandising standards, including window, sales floor and promotional displays. Answered customer telephone calls promptly and in an appropriate manner. Determined customer needs by asking relevant questions and listening actively to the responses. Strategically scheduled team members to maintain optimal staffing levels at all times. Actively pursued personal learning and development opportunities. Communicated clear expectations and goals to each team member.

### Manager

January 2014 to December 2014 Company Name i¼ City , State

- Completed all point of sale opening and closing procedures, including counting the contents of the cash register. Verified that all customers received receipts for their purchases. Cultivated a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.
- Determined customer needs by asking relevant questions and listening actively to the responses. Maintained established merchandising standards, including window, sales floor and promotional displays. Preserved a perfect attendance record for 11 months.
- Maintained established merchandising standards, including window, sales floor and promotional displays.
- Strategically scheduled team members to maintain optimal staffing levels at all times.
- Supervised and directed all merchandise and shipment processing. Actively pursued personal learning and development opportunities. Followed merchandising guidelines to present visually appealing displays.
- Mentored new sales associates to contribute to the store's positive culture.

### Sales Consultant

December 2013 to January 2014 Company Name i¼ City , State

- Completed all point of sale opening and closing procedures, including counting the contents of the cash register. Operated a cash register for cash, check and credit card transactions with 100% accuracy. Priced merchandise, stocked shelves and took inventory of supplies.
- Cleaned and organized the store, including the checkout desk and displays. Alerted customers to upcoming sales events and promotions. Welcomed customers into the store and helped them locate items. Educated customers about the brand to incite excitement about the company's mission and values. Used time efficiently when not serving customers, including cleaning and dusting displays. Worked with the management team to implement the proper division of responsibilities. Answered customer telephone calls promptly and in an appropriate manner. Determined customer needs by asking relevant questions and listening actively to the responses.

### Education

High School Diploma : 2009 Penn Foster i¼ City , State Graduated with 3.6 GPA

## Skills

setting AD with 100% accuracy, cash register, Computer literate, Credit, customer relations, customer satisfaction, customer service, inventory, listening, Merchandising, POS, problem solver, selling, sales, staffing, supervisor, team player, telephone skills