

BANKING

Summary

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth. Supervision and training Client relations specialist Computer-savvy Multi tasking savvy Sound judgment Team management Calm under pressure Meticulous attention to detail

Experience

Banking

August 2013 to Current Company Name

Store Manager

August 2012 to November 2012 Company Name i/4 City , State

- Managed a team of 10.
- I opened a new store location and assisted in recruiting and training new staff.
- Delivered excellent customer service by greeting and assisting each customer.
- Developed the department's first incentive performance plan, which motivated my team.
- This resulted in a 23% increase in sales.
- My team surpassed revenue goals in four consecutive quarters.

Store Manager

February 2008 to June 2012 Company Name i/4 City , State

- Managed a team of 6.
- Completed a series of training sessions to advance from Assistant Manager to Store Manager.
- Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.
- Initiated program that standardized employee training and led to increase in customer satisfaction by 12%.
- Addressed customer inquiries and resolved complaints.

Education

High School Diploma : 2010 Federal Way Senior High School i/4 State , United States

Skills

Assistant Manager, customer satisfaction, excellent customer service, inventory, reconciling, recruiting, sales, employee training