

SALES Summary

General Sales Manager offering 17-year background in sales and customer service, as well as leading a cohesive team in consistently achieving aggressive sales goals.

Highlights

- Excellent communication skills
- Established track record of exceptional sales results
- Effective Retail Sales Manager
- Exceptional multi-tasker
- Compelling leadership skills
- Resolution-oriented
- Energetic
- Excellent time management

Experience

April 2014

to

Current

Company Name City , State Sales

- Successfully assisted clients in choosing floor covering that was consistent with their preferences and budget.
- Described use and operation of merchandise to customers.
- Ensured that the project vision and design intent were reflected.
- Shared product knowledge with customers while making personal recommendations.
- Maintained friendly and professional customer interactions.
- Opened and closed the store, including counting cash, opening and closing cash registers and creating staff assignments.
- Wrote sales slips and sales contracts.

January 2005

to

June 2013

Company Name City , State General Sales Manager

- Identify staff vacancies and recruit, interview and select applicants.
- Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Analyze training needs to design employee development, language training and health and safety programs.
- Manage staff, preparing work schedules and assigning specific duties.
- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization.
- Develop, administer and evaluate applicant tests.
- Prepare personnel forecast to project employment needs.
- Represent organization at personnel-related hearings and investigations.
- Plan and direct activities such as sales promotions, coordinating with other department heads as required.
- Review operational records and reports to project sales and determine profitability.
- Resolve customer complaints regarding sales and service.
- Monitor customer preferences to determine focus of sales efforts.
- Advise dealers and distributors on policies and operating procedures to ensure functional effectiveness of business.
- Direct, coordinate, and review activities in sales and service accounting and recordkeeping, and in receiving and shipping operations.
- Perform sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory.
- Recommend locations for new facilities or oversee the remodeling or renovating of current facilities.
- Plan store layouts or design displays.

August 1998

to

October 2004

Company Name City , State Store Manager

- Resolve customer complaints regarding sales and service.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Review operational records and reports to project sales and determine profitability.

- Monitor customer preferences to determine focus of sales efforts.
- Direct the hiring, training, or performance evaluations of marketing or sales staff and oversee their daily activities.
- Use sales forecasting or strategic planning to ensure the sale and profitability of products, lines, or services, analyzing business developments and monitoring market trends.
- Consult with buying personnel to gain advice regarding the types of products or services expected to be in demand.
- Select products or accessories to be displayed at trade or special production shows.
- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Identify staff vacancies and recruit, interview and select applicants.
- Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations.
- Represent organization at personnel-related hearings and investigations.
- Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.
- Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.
- Prepare and follow budgets for personnel operations.
- Prepare personnel forecast to project employment needs.
- Develop, administer and evaluate applicant tests.

Education

Louisiana Tech University City , State Bachelor of Science : Psychology

Skills

accounting, benefits, budgets, Excellent communication, contracts, Resolve customer complaints, employee relations, firing, hiring, inventory, labor relations, market trends, marketing, organizational, personnel, policies, problem solver, processes, promotion, receiving, safety, sales, sales forecasting, shipping, staffing, strategic planning, time management, employee development