

EXAMPLE – PROFILES, OBJECTIVES, SKILLS & ATTRIBUTES

Retail

EXAMPLE 1

PROFILE

I am a highly efficient, well rounded and competent retail and sales professional with extensive customer service experience. My previous position was as Store Manager for a very busy flagship store for women's fashion located in Melbourne's CBD with 15 staff. Prior to that I was a Resource Officer in a specialised early childhood library and retail bookshop. I was also responsible for outstanding account payments, banking and reconciliations.

My excellent customer service skills and the ability to communicate with all demographics in a courteous and tactful manner enables my management style to encourage a fair, equitable and non-judgemental environment. I am a friendly and approachable person with a caring and patient disposition who is always willing to provide training and assistance wherever possible.

SKILLS & ATTRIBUTES

- Strong management of time, organisation and priorities
- Delivery of exemplary customer service to internal and external stakeholders
- Exercising tact and diplomacy when dealing with customers and staff
- Working collaboratively with team members as well as autonomously
- Excellent written and oral communication, with the ability to instantly build rapport
- High motivation with a solid background in building strong relationships with customers, managers and all staff
- Identification of gaps or inefficiencies in daily tasks/processes and ability to find solutions for improvement
- Following direction of superiors as well as taking initiative to support organisation vision and goals
- Implement and manage business processes and reporting systems
- Quick learner able to adapt to new and varied systems
- Strong attention to detail and highly accurate in recording and processing
- Responsible, flexible and reliable work attitude with the ability to work in diverse environments
- Retail processes including purchasing, stock entry, in store displays, online sales and product updates, instore sales and dispatches, returns, reports, rosters
- Knowledge of internet, PC systems and database management including MS Office Word, Excel, Outlook, CRM (Customer Relation Management), PowerPoint, Access Databases, AfterPay (credit payment system), Touch POS (sales system) and ISAMS (online customer orders)

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EXAMPLE 2

CAREER OBJECTIVE

Ideally, I am seeking a position as a Retail Area Manager with a medium sized retail chain selling quality merchandise which will utilise my extensive knowledge of retailing, together with my highly developed organisational, staff recruitment, training and supervision skills and commitment to customer service.

SKILLS & ATTRIBUTES

- Significant experience in retail sales management, stock taking and stock control
- Experienced in designing and implementing staff sales training programmes
- Creation of visual and relevant merchandise store displays
- Committed to total customer satisfaction through providing a high level of service
- Familiar with retail store layout and design
- Competent at conducting staff interviews, selection and appraisals
- A knowledge of Industrial Relations awards for retail staff
- Able to interpret company policy, maintain standards and develop changes
- Skilled in planning sales budgets and associated strategies
- Experienced in staff placement and attuned to the staffing level requirements of stores
- Proficient in planning salary budgets

CAREER ACCOMPLISHMENTS

- Regularly exceeded sales budgets through staff training, motivation and hands-on approach
- Selected to manage declining retail outlets and achieved significant turn-arounds within twelve months
- Appointed to represent company in areas of industry involvement in staff training
- Successfully carried out task of Area Manager of 25 retail outlets in Victoria
- Managed and implemented the establishment of new outlets in major shopping centres throughout Victoria
- Supervised the refurbishment of several outlets and liaised with contractors and shopping centre management