
Sample Resume-Management



Professional Profile

Retail Manager with 10+ years of professional experience. Possess excellent leadership, organization, communication, presentation, critical thinking and analytical skills. Drove strong and sustained profit improvements by controlling costs, and steering stable departmental operations with high employee retention rates Successfully managed client accounts and support, ensuring proper and effective handling of requests, as well as problem resolution and customer service issues.

Management/Sales/Customer Service

Key Strengths

Management

Supervised and trained employees in daily job responsibilities. Coordinated management of staff, hiring, training, and employee development. Executed project management functions including project planning, budgeting, business requirements, technical design, systems specifications, and project deliverables. Oversaw ordering procedures, shipment and delivery tracking, and inventory need.

Customer Service

Perform customer service by responding to inquires and complaints Prepare correspondence for general inquires. Handle incoming and outgoing telephone calls. Possess strong analytical and problem solving abilities. Scheduled regular staff training to enhance product knowledge, improving customer service. Designed comprehensive filing system, reliably filed and retrieved confidential records.

Marketing/Sales

Expanded customer service and satisfaction by handling client inquires with diligence and courtesy. Played a key role in multiple product launches, marketing campaigns, special events, and corporate announcements. Conducted strategic marketing analysis to determine distribution, price, and promotions. Played a key role in multiple product launches, marketing campaigns, special events, and corporate announcements. Participated in business development initiatives, which resulted in expanded customer base within saturated markets.

Employment History

ABC Retail
Manager, 1995 - Present

ABC Outlet
Manager, 1990 - 1994

Education

H.S. Diploma, 1990
Senior High School

Core Competencies

- Team Building
- Customer Relations
- Marketing
- Microsoft Applications
- Typing
- Inventory Control
- Training
- Sales
- Order Entry

Professional References

Available on request