

Professional Summary

Store Manager who consistently meets and exceeds sales targets. Reliable team player and strong communicator. Passionate in the development of the people around him. Also is a results-oriented Store Manager focused on increasing profits, reducing costs, inventory management and transforming customer service standards.

Skills

- Customer-oriented
- Active listening skills
- Consistently meets sales goals
- Merchandising
- Skilled problem solver
- Motivated team player
- Employee relations
- Natural leader
- Computer literate
- POS systems knowledge
- Retail sales

Work History

Store Manager

10/2012 to Current

The Home Depot – Atlanta, GA

- Managed a store with yearly sales ranging from \$16 million - \$38 million dollars per year
- Managed and lead a work force ranging in size from 95 - 160 associates
- Met or exceeded sales targets every quarter
- Transitioned from smaller volume store to increased volume and responsibility in a two year period
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Mentored new sales associates to contribute to the store's positive culture.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Cultivated a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.
- Communicated clear expectations and goals to each team member.
- Recognized and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.
- Actively pursued personal learning and development opportunities.
- Strategically scheduled team members to maintain optimal staffing levels at all times.
- Supervised and directed all merchandise and shipment processing.

Assistant Store Manager

09/2005 to 10/2012

The Home Depot – Atlanta, GA

- Cleaned and organized the store, including the checkout desk and displays.
- Alerted customers to upcoming sales events and promotions.
- Trained between 5 and 25 new sales associates each quarter.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- 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.
- Educated customers about the brand to incite excitement about the company's mission and values.

- Followed up with over 10 customers each week to verify that they were satisfied with purchases.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Mentored new sales associates to contribute to the store's positive culture.

Store Associate/Dept. Supervisor

09/2001 to 11/2005

The Home Depot – Atlanta, GA

- Operated a cash register for cash, check and credit card transactions with 95% accuracy.
- Stocked and replenished merchandise according to store merchandising layouts.
- 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.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- 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.

Education

High School Diploma:

2001

Dayton Christian High School - Dayton, OH