

CLIENT NAME

123 Anywhere, Any town, USA ♦ (123) 456 -7589 ♦ client-email@yahoo.com

MANAGEMENT PROFESSIONAL

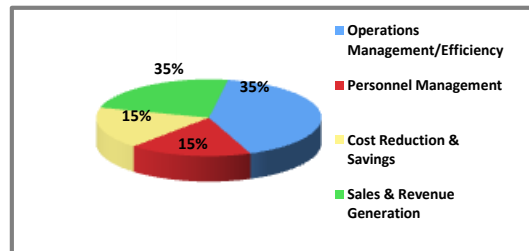
Bookstore Management ~ Business Development ~ Employee Training & Development ~ Inventory & Cost Control

Dynamic, solutions-focused **Management Professional** with extensive experience and a strong record of achievement within the retail and customer service industries and **20 years of hands on sales and management** expertise. Combines sound time-and resource-management skills to implement strategic administrative and operational initiatives to enhance quality customer service and overall bottom line performance.

- ✓ **INNOVATIVE MANAGERIAL LEADER** with expertise in initiating, business process improvement, and strategic operations management with small and mid-size businesses.
- ✓ **EXCELS AT LEADING ORGANIZATIONS THROUGH TACTICAL PLANNING**, creative solution development, and implementation of large, complex initiatives that dramatically improve operational performance and profitability. Proven history of developing and executing strategies for long and short term growth.
- ✓ **PROVEN ABILITY TO LEAD, MOTIVATE, AND INTEGRATE CROSS-FUNCTIONAL** teams through business change and adoption, and work collaboratively with executive, senior management, and program teams on ROI/cost-justified solutions to achieve sustainable performance results.
- ✓ **ABILITY TO CREATE TRANSFORMATIONAL SOLUTIONS** that create a high-performing workforce and accelerate strategic growth.

NOTABLE ACHIEVEMENTS

- Drove sales increases for four consecutive years
- Named top financial performer FY 2013 and 2014
- Delivered strong employee retention rates
- Reduced inventory shrink from 11% to 0.13%
- Top financial performer FY 2006
- Improved used textbook sales by 10%
- Reduced A/R bad debt write-offs



AREAS OF EXPERTISE

Strategic & Tactical Planning • New Business Generation • Elite Customer Service • Market Research Brand Awareness • Adherence & Enforcement of Workplace Safety Regulations • Cash Management • Inventory Control & Merchandising • Profit & Loss Analysis & Management • Operations Management • Budgeting & Forecasting • Sales, Marketing & Advertising Experience • Key Holder • Project Management Talent Acquisition & Management • Hourly Shift Management • Relationship Building • Competitive Analysis • POS System • Multitasking in a Fast-paced Environment • Staff Training & Evaluation • Microsoft Office

PROFESSIONAL EXPERIENCE

Georgetown Law Center Bookstore, Washington, DC
Store Manager • 2010-2014

Managed operations at this \$1.9 million bookstore serving one of the nation's most prestigious educational institutions

Coppin State University Bookstore, Baltimore, MD
Store Manager • 2008-2010

Fully accountable for all operations at this \$2 million bookstore serving a 52-acre campus located in Northeast Baltimore

University of the District of Columbia Bookstore, Washington, DC
Store Manager • 2002-2008

Oversaw operations at this \$2.5 million bookstore located in the heart of the nation's capitol

Baltimore City Community College Bookstore, Baltimore, MD
Store Manager • 2000-2002

Managed operations at the two bookstore locations serving Baltimore City Community College; one in Northeast Baltimore, the other in the Inner Harbor area of downtown Baltimore

MANAGERIAL FUNCTIONS

Business Growth

▷ **Increased business utilizing strategic programs for success;** increased effectiveness and efficiency in current systems. On-boarded new personnel and provided training in sales and business development. Provided world-class customer service, supervised sizeable staff, managed cash flow, maintained strict inventory and security controls, achieved financial benchmarks, and utilized sound interpersonal skills with campus officials. Promoted new technologies to improve customer service.

Account Management

▷ **Increased savings in account management** by implementing auditing plans and procedures. Audited accounts monthly, assuming strict accountability for order processing.

New Business

▷ **Marketed and promoted new leads** by utilizing community involvement, effective advertising campaigns, current member referrals, and customer incentive program.

Staff Supervision

▷ **Supervised and directed full-time and part-time staff,** resulting in sustained increase in retention rate and significantly improved customer service from satisfied employees. Oversaw new member initiation, employee on-boarding, and interdepartmental functioning.

Process Improvement

▷ **Diligently and systematically** improved processes, procedures and policies regarding all facets of bookstore management. Led efforts to reduce in-store shrink activity through loss prevention education, awareness, and compliance. Maintained a commitment to a strong community presence through on and off campus partnerships.

EDUCATION

- **Paul D Camp Community College, Franklin, VA, Associate of Science in Information Systems Management**

PROFESSIONAL DEVELOPMENT

- **Consistent on-the-job training;** completing courses in Course Materials Management, Rent-A Text, CARR (accounts receivable), Time Management, Associate Development, Ecommerce, and POS technologies.