

John Smith

1000 Main Street – Anytown, WA 99999 – 555.555.5555
johnsmith@email.com

OBJECTIVE

To utilize my expertise in **Sales/Operations Management** in a new, challenging position.

SUMMARY OF QUALIFICATIONS

Field Expertise. 12 years experience in sales/operations management, including specific experience overseeing two business models simultaneously. Proven track record of increasing profitability and service standards.

Leadership Capabilities. Successfully hired, trained, supervised, mentored and disciplined technical and support staff. Maintain morale, productivity and efficiency. Adept at delegating and promoting synergy.

Interpersonal Communication Skills. Solid foundation of establishing long-standing relationships with clients, team members and vendors. Champion effective communication between management, clients, customers and staff. Personable and professional.

Organizational Skills. Highly organized and detail-oriented, with outstanding time management skills.

Strong Work Ethic. Strive to exceed expectations. Demonstrate initiative and follow-through. Loyal and trustworthy. Quality-focused and results-driven. A problem-solver and multi-tasker.

PROFESSIONAL EXPERIENCE

Sales Management

- Achieving record sales.
- Building customer loyalty.
- Initiating customer outreach and expanding client base.
- Receiving highest ranked Customer Service Index (CSI) scores.
- Motivating team members to exceed sales and service goals; leading by example.

Operations Management

- Meeting and surpassing fiscal plans.
- Facilitating new store opening/training efforts.
- Providing effective profit and loss management.
- Negotiating product purchasing and outsourcing.
- Improving productivity and efficiency of technical staff.

Team Leadership

- Leading sales meetings.
- Reducing overall employee turnover.
- Developing outstanding front-end service staff.
- Fostering team involvement and individual ownership.
- Ensuring all team members adhere to policies and procedures.

...continued...

EMPLOYMENT HISTORY

Service Center Manger

ABC Auto - Anytown, WA - 2001-2008

Managed day-to-day operations of facility with \$93,000 in monthly gross sales per month and an average gross profit of 61%.

- Promoted from **Service Advisor** within 4 months of hire.
- Awarded multiple Monthly Shop Achievement Awards.
- Recognized as 2007 Manager of the Year.

Warehouse Manager

ABC Distributing Company - Anytown, WA - 2001

Commercial Sales Manager/Store Manager

ABC Auto - Anytown, WA - 1995-2001

EDUCATION & PROFESSIONAL DEVELOPMENT

Course Work in Administration of Justice
ABC Technical College - Anytown, WA - 1999-2000