**Francis Williams**

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**RETAIL MANAGEMENT AND SALES ACHIEVEMENTS**

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| 1999 - Present | SPINNER RECORDS CORPORATION, Los Angeles, CA  *Manager*  ·     Manage Spinner's largest-volume store, with sales of approximately $30,000 per week.  ·     Handle all merchandising, inventory control, ordering, cash control, and maintenance.  ·     Oversee store opening and closing procedures.  ·     Direct sales floor activities, assist customers and address customer concerns.  ·     Input data to prepare dally sales reports and regularly use weekly and monthly data to develop sales and promotional strategies.  ·     Hire, train, and coordinate a staff of 26.  ·     Work with Spinner corporate colleagues as well as record company professionals to develop local marketing and advertising strategies, supplementing national campaigns.  ·     Inspire sales staff to develop and implement special promotions and events.  ·     Won two merchandising display contests.  ·     Received the "Super Spinner" Sales Award for exceeding sales goals. |
| 1997 - 1999 | SPINNER RECORDS CORPORATION, Los Angeles, CA  *Assistant Manager*  ·     Fulfilled all management responsibilities in absence of manager.  ·     Opened and closed store, handled customer service issues, and oversaw cash control.  ·     Supervised and motivated employees.  ·     Assisted with merchandising and promotions efforts. |
| 1992 - 1997 | SANTA ANA MEN'S SHOPPE, SANTA ANA, CA  *Assistant Manager*  ·     Hired, trained, and supervised staff of six serving customers of specialty men's clothing store.  ·     Provided exceptional customer services to high end consumers, regularly including direct email and phone contact, and relationship building.  ·     Tallied daily receipts and made bank deposits.  ·     Maintained inventory levels, monitored merchandise, provided feedback to owner/buyer regarding trends and need for reorders. |
| 1988 - 1992 | LENNY'S TOYS, SANTA ANA, CA  *Assistant Manager*  ·     Hired, trained, and supervised three shifts of four sales associates daily.  ·     Tallied daily receipts and made bank deposits.  ·     Maintained inventory levels, ordered merchandise, and independently tracked all special orders. |

**BUSINESS AND RETAIL EDUCATION**

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| 1990 - 1994 | SANTA ANA COMMUNITY COLLEGE, SANTA ANA, CA  *Completed General Education and Business Courses Part-time* |
| 1997 | COMMUNITY COLLEGE OF LOS ANGELES, Los Angeles, CA  *Associate of Arts, Business Administration, with Retail Management Certificate* |