

TINA SAMPLE

CAREER PROFILE

Results-driven, commercially astute Retail Assistant, with extensive experience in managing and overseeing all aspects of the retail function within small to medium organisations. Accustomed to planning and implementing new customer service systems and procedures in order to achieve financial and organisational objectives. Experience includes working within a broad range of sales and customer service positions. Advanced problem solving, process improvement and financial analysis skills.

Committed and outcome-oriented with an essential ability to develop and maintain high performance in sales and client service. Skilled in creating a motivated workplace and working as a team member and contributing to a positive workplace.

KEY SKILLS

- **Extensive retail and sales experience** with a consistent track record of contributing to business growth and performance improvement, as well as a demonstrated ability to overcome complex business challenges using initiative, logic and forward thinking.
- **Effective sales assistant** with a proven ability to deliver positive long-term results in business growth, profitability and operational performance.
- **Comprehensive experience in customer service** front line customer service, managing enquiries and complaints and ensuring customers have a positive experience when they leave the shop.
- **Comprehensive experience in the preparation of end of day procedures including** cash balancing, petty cash flow, closing up shop..
- **Excellent staff management skills** with a demonstrated capacity to lead, manage, mentor and develop staff towards achieving individual, team and organisational objectives.
- **Exceptional stakeholder engagement and management skills** with a proven ability to develop and maintain productive relationships with internal and external stakeholders at all levels.
- **Highly developed verbal, written and listening communication skills** with a demonstrated ability to convey information in a clear, precise and influential manner.

CAREER SUMMARY

DATES	POSITION	ORGANISATION
Feb 2014 to Present	Retail Assistant Manager	BBB Fashions Pty Ltd
Dec 2009 to Jan 2014	Sales Assistant Manager	ZZZ Mens Shoes Ltd
Oct 2006 to Oct 2009	Administration Officer	Roster Financial Services Ltd

EMPLOYMENT HISTORY

Retail Assistant Manager, BBB Fashions Pty Ltd

Feb 2014 - Present

BBB Fashions Pty Ltd is a national high-end fashion establishment focused on providing comprehensive clothing services.

Responsibilities

- Responsible for overseeing the complete management of all clothing range including management stock control, buying and selling.
- Staff management including facilitating ongoing learning and development, staff supervision and conducting regular performance reviews.
- Develop and implement various tools to improve the financial management of the organisation, such as measurable key performance indicators.
- Develop and implement process improvement initiatives
- Prepare detailed financial management reports
- Plan and manage the preparation of the annual budget process and the mid-year budget review.

Achievements

- Project managed and implemented changeover of banking from XXX Bank to XXX Bank, resulting in significant cost savings and improved efficiencies.
- Initiated positive changes to improve staff engagement
- Improved communication with divisional and departmental stores across the state and other key stakeholders and strengthened working relationships with internal customers.

Sales Assistant Manager, ZZZ Mens Shoes Ltd

Dec 2009 – Jan 2014

ZZZ Mens Shoes Ltd specialises in providing handmade leather shoes to retail and business clients.

Responsibilities

- Oversee the operations of the sales department including the design of new processes for achieving the department's goals and objectives.
- Forecast cash flow positions for seasonal sales
- Ensure that goods are of a high quality and client satisfaction is maintained.
- Manage the preparation of stock control
- Report to on sales target
- Assist management in training staff
- Engage in ongoing cost effective analyses in all areas of the company.
- Review the performance of competitors and report on key issues to management.

Achievements

- Streamlined all customer service orders and stock to meet high demands, increasing profits by 20%
- Identified business areas to reduce costs, resulting in cost savings of \$20K

Administration Officer, Roster Financial Services Ltd

Oct 2006 – Oct 2009

Roster Financial Services offer a wide range of services ranging from finance broking through to financial planning and insurance broking.

Responsibilities

- Monthly reporting in MYOB
- Reception and customer service; managing a busy switchboard
- Preparation complex documents
- Mail handling and sorting
- Attend board meetings and minute meetings
- Regularly monitor work office stationary

Achievements

- Streamlined office operations by introducing new processes, reporting procedures and templates.

EDUCATION

2001 Diploma of Business Management, Box Hill Institute VIC

1998 Certificate III in Administration, Box Hill Institute VIC

COMPUTER / TECHNICAL SKILLS

- Microsoft Office Suite (Advanced in Microsoft, Word, Excel, PowerPoint,)
- MYOB

PROFESSIONAL MEMBERSHIPS

- Member, Retail Association Victoria

REFERENCES

Available upon request