Name

Address

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Personal statement

Driven Retail Manager with over ten years’ experience in the fashion industry. Proven track record of success, including managing the top performing store in the region, and having the lowest staff turnover rate of all UK outlets. Currently out of work due to company closure, looking for the right opportunity to bring my expertise to a well-established fashion brand in an upper management position.

Key Skills

* Excellent customer service skills
* Strong leadership skills, and the ability to motivate a successful team
* Expert knowledge of the fashion industry
* Experienced user of most sales software, including X, Y and Z.
* Fully qualified First Aider

Employment History

Manager, Company Name, Location

(January 2008 – December 2013)

Key results and responsibilities:

* Managed the top performing store in the South East.
* Hit over 100% of revenue target in four out of five years.
* Provided excellent working environment and employee morale, resulting in store achieving the lowest staff turnover of all UK outlets.
* Attended numerous fashion shows and exhibitions to improve product knowledge, keep up-to-date in the industry and enhance the brand image.
* Introduced new staff rota system and introduced overtime incentives, which in turn led to a 10% reduction in wage costs.

Assistant Manager, Company Name, Location

(January 2006– January 2008)

Key results and responsibilities:

* Helped manage a team of 20 individuals.
* Store nominated for local award recognising best customer service in our industry.
* Team billed over £1,000,000 in one year for the first time in company history.
* Wrote all course content for new starters, including product and sales training.
* Promoted to ‘Acting Manager’ position when superior was on annual leave.
* Oversaw all deliveries and managed stock control, wage budgets, and a number of other key management tasks.

Sales Assistant, Company Name, Location

(April 2002– January 2006)

Key results:

* Achieved over 150% against overall targets set during entire period of employment.
* Personally billed over £250,000 since starting position.
* Demonstrated resilience and ability to upsell products, consistently meeting KPIs set for adding more value to sales.
* Significantly improved negotiation skills, regularly converting customers from point of enquiry to sale, something which earned me Sales Assistant of the period for three consecutive months.

Education

College/School Name

(September 2002 – June 2004)

A-levels**:**

* English – C
* Mathematics – C
* Business Studies - D

****School Name****

(September 1997– June 2002)

10 GCSEs, grade A-C, including Maths and English

References

References are available upon request.