Jack Jones

retail manager

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| Contact123 The Street, The TownThe City NG1 234(01959) 123456jackjones@aol.comLinkedIn: @jackjones |  | ObjectiveI am an experienced retail manager with the proven ability to train and motivate a team, introduce new income-generating ideas, handle complex problems, cut costs, maximise profitability and above all, deliver exceptional customer service. I am looking for a full-time retail management role.  |
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| Skills* Competent managing a fast-paced, high volume, retail service environment.
* Proven supervisory & leadership qualities.
* Excellent knowledge of health & safety, security and emergency systems.
* Proven ability to plan and implement shop merchandising, layout and customer traffic flow to successfully maximise sales, customer satisfaction, appearance, image and ergonomics.
* Proven ability to recruit and train the very best people, ensuring they have the capability to deliver above and beyond in their role by developing their operational skills.
* Track record of reducing costs and maximising profiles without sacrificing service.
 |  | Work experienceStore ManagerCosta Coffee, Arnold May 2016 - dateAs Store Manager, I have responsibility for every aspect of the store including the team, the stock, the way we serve, presentation, customer satisfaction and of course the coffee! It is my job to ensure we maximise profit through exceptional customer service and product. I train and develop the team, control stock to minimise wastage, ensure we are properly staffed and the whole restaurant is gleaming, and make sure each customer leaves us so happy that they want to return. Standards are everything. * When I took the role, the store was making a loss and about 25% under its targets.
* After 3 months we were achieving targets.
* After 6 months we were exceeding targets by 15%+ and we continue to do so.
* Our store’s customer satisfaction rating has gone from 3.5/5 to 4.7/5.

Assistant Store ManagerOxfam, Arnold June 2015 – April 2016Whilst looking for a full-time paid role, I volunteered at Oxfam for 4 days a week. The main goal of this role is to make as much money as possible to end poverty and suffering. My responsibilities included building, training, retaining and developing a team of volunteers, organising shifts and delegating work, maintaining successful retail processes and merchandising, and creating and interpreting basic financial reports. |

Jack Jones

(continued)

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| qualificationsBA Leadership & Management University of LincolnCompleted 2012 (2:1)A LevelsLincoln CollegeMaths (A), English (B) and Business Studies (B).Completed 2009.GCSEsLincoln Comprehensive9 GCSEs grade C and above including English (B), Maths (B) and Business Studies (B). |  | Work experience (continued)Retail Store ManagerB & M, Hucknall May 2012 – May 2015Working at this busy store, my responsibilities included:* Ensuring that all procedures and processes were in place and adhered to, so that the store operated effectively and performed to its maximum potential.
* Training new members of staff and driving performance through monitoring and mentoring.
* Delivering the daily, monthly and annual strategy to the team and ensuring everyone was on board.
* Working with the Buyers and other key personnel to ensure stocks were correctly maintained and products were available, without filling warehouses.
* Ensuring all members of the team complied with health and safety and sustainability processes and procedures.

I was made redundant from this role. |
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| membershipsMember (MCMI) Chartered Management InstituteSince 2016Leading MemberThe Institute of Retail Professionals Since 2017Leader The Institute of Sales ManagementSince 2018 |  | interestsIn my spare time I enjoy road cycling, hiking and mountaineering. I regularly visit the gym and love taking long walks in the countryside with my dog. I also like the occasional round of golf and travelling to sunny beaches when I get the chance.  |
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| referencesJohn Stone - SupervisorCosta Coffee, 59 Front Street, Arnold, Nottingham NG5 7EAPhone: 0115 920 8041 johnstone@costacoffee.co.ukLee Egbert - ManagerOxfam, 142 Front Street, Arnold, Nottingham NG5 7EGPhone: 0115 912 3456 lee.egbert@oxfam.com |

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