

Andrew Jones

MANAGER

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PERSONAL STATEMENT

I am an experienced Manager, currently managing a busy book store in Ilkeston. I am highly capable of getting the most out of my team, leading by example and inspiring each person to deliver an awesome experience to our customers. This in turn ensures that the store achieves the highest sales and profitability possible. I am a very creative person and have implemented lots of ideas and initiatives for both staff and customers that have produced great results. I am looking for a new full-time challenge closer to home.

KEY ACHIEVEMENTS

- Current store went from -30% under targets to +15% over targets in 3m, without impacting profit margins.
- Reduced staff turnover in current role by 65% through non-monetary rewards and recognition.
- Reduced current store's costs by 15%.

WORK HISTORY

Store Manager

May 2014 – date

The Works, Ilkeston

This is a busy City-centre store well-known for discount books and products. My role was to lead the team and deliver the highest possible sales and profits, and I was given a lot of autonomy to do this.

When I took over from the previous manager, the store was achieving about 30% under its sales targets per month. Within 3 months I had turned it around to hit targets, and after 6 months it began consistently exceeding targets by around 15% monthly, whilst maintaining the same profit margin. Today, it continues to exceed targets by between 15 and 30% each month.

The two key changes I made were to introduce non-monetary rewards and recognition for staff delivering awesome customer service, and to completely change the store layout, both to make it more appealing and to maximise the basket spend for each customer. I also did a full costs audit, cutting spend by 15%. In addition, I have completely turned around the previous low morale amongst the team and I now have a happy, motivated team that love coming into work! Consequently staff turnover has reduced by 65%.

Deputy Shop Manager

April 2012 – April 2014

Oxfam, Ilkeston

While looking for a permanent paid position, I volunteered at this busy City-Centre Oxfam store as store manager.

This required me to assist the Shop Manager in leading and develop the team, delegating responsibilities, training and mentoring staff, organising shifts, motivating workers and having a good eye for creating an enticing display on the shop floor. It also required good IT skills for emailing and creating reports; together with a good understanding of successful retail processes and merchandising.

WORK HISTORY (continued)

Complaints Manager

May 2009 – March 2012

Bourbon Insurance, Ilkeston

Following a break from work due to a now-resolved health issue, I joined this Insurance Group to lead their customer complaints department. This involved developing a team of 5 complaints handlers and putting in place or refining the existing processes to ensure fair customer outcomes that were in line with regulatory guidance and Financial Ombudsman Service policy.

I was hands-on in my approach, leading my team by example and training them to very high standards.

A key aspect of this role was taking the information gathered from complaints and feeding this back to other departments with recommendations, as part of a process of continuous improvement. The goal of this was to reduce the number of complaints and increase customer satisfaction.

When I started working at the Company, 15% of customers complained on average, with customer satisfaction scores at 3.7/5. By the time I left, just 4% of customers complained on average and customer satisfaction scores had raised to 4.5/5.

Trainee Manager

August 2007 – July 2008

McDonalds, Ilkeston

As a Trainee Manager at McDonalds, I undertook an intensive management training programme, starting with six months learning the business from the ground up. This included hands-on experience across the business including the kitchen, front counter, dining area and drive-thru – working breakfast, daytime, evening and overnight shifts. This helped me to really understand the business needs and challenges, after which I was ready to manage a small team. I progressed through to being responsible for an entire shift and then moved on to take over management of recruitment for the branch.

QUALIFICATIONS

BSc Business Management

September 2004 – June 2007

University of Birmingham

This three year course gave me an excellent foundation in a wide range of business topics, including marketing, economics, human resource management, financial knowledge and skills, operations, law, sustainability, managing and developing people, and labour economics.

A Level Maths (B), English (B) and Business Studies (B)

Completed June 2004

Birmingham College

INTERESTS

In my spare time I enjoy Golf, swimming, road cycling and going to the gym. I have also refereed for the local under 16s Rugby team for the past 5 years which has helped further build my ability to communicate clearly with others, work in a team and pay attention to detail.

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