

Robert Smith

General Manager II

CONTACT DETAILS

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PERSONAL STATEMENT

9 years of experience as a General Manager. Seeking a challenging position, where I may use my qualifying skills to be an asset to a dynamic company.

WORK EXPERIENCE

General Manager II

ABC Corporation - February 2011 - March 2018

Responsibilities:

- Developed a strong background in taking customer documentation to determine items required, assembling custom orders, aiding in processing orders, sorting merchandise, maintaining supplies, verifying inventory, and processing return materials authorizations.
- Worked directly with customers and internal resources in obtaining the requested information, problem resolution, and identifying opportunities for improvement.
- Performs data entry processes into predefined databases.
- Able to translate critical information for inputting accurately into database programs and have gained in-depth knowledge of transcribing dictations and preparing correspondence.
- Performs internal supplemental audits to verify that facility records are in conformance to applicable sop and regulatory requirements.
- Ensure systems used in QA are properly maintained update records and information in the database compile statistical data for analysis purposes retrieve data for informational purposes as directed compare entered data with the source documents process forms as directed.
- Securing expanded the client base by planning and executing dynamic marketing with the local chamber of commerce, organizations, and media.

General Manager

ABC Corporation - November 2009 - January 2011

Responsibilities:

- Customer service representative/cashier sales associate - i am an energetic customer service professional with solid experience providing diverse customer support in high volume call center environments.
- I have strong problem-solving skills coupled with initiative and accuracy provide a first-rate experience for the customer and facilitate the development of strong customer relationships.
- A self-motivated and hardworking employee with an excellent track record of meeting and exceeding productivity targets.
- A reputation for building productive and positive relationships with diverse customers resulting in improved customer retention and loyalty.
- I have proven the ability to manage a high volume workload in a calm and constructive manner with a solid record of success in troubleshooting and problem resolution.

SKILLS

Executive And
Administrative
Assistance, Market
Research, Office
Management, Familiar
With Macromatrix And
Similar Programs, and
Familiar With Multiple
POS Systems.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

- A committed team member who consistently achieves customer service goals and adds significant value to the bottom line.
- Interact with a customer base in person and telephonically provide detailed information on services and products to customers recommend service and product options to meet customer needs.

Education

Diploma - (Mount San Antonio / Chaffey College)Accounting And
Finance - (Melton Mowbray High School - Melton Mowbray)BA-
(University Of Texas San Antonio - San Antonio, TX)