

CONFIDENTIAL RESUME (SAMPLE ONLY)

Name	John Smith
Address	1 John Street Johnsville SA 5000
Date of Birth	(optional)
Mobile	
Email	
Licence	Car (own transport)

PERSONAL CAREER STATEMENT

To build upon my 8 years of successful sales, customer service and retail management experience and secure a leadership role that enables me to draw upon my experience, proven track record of achieving results and goal orientated nature.

DEMONSTRATED SKILLS

- A personal passion for retail sales
- Customer service
- Team leadership
- Proven ability to obtain results
- Ability to build and lead a cohesive and focused team
- MS Word (advanced)
- MS Excel (intermediate)
- MS Power Point (advanced)
- Stock Take, Point of Sale & Inventory Management skills
- Excellent merchandising skills
- Public speaking

EMPLOYMENT HISTORY

Date Feb 2005 – Current

Employer The Retail Company Pty Ltd

Position Regional Manager

Key Responsibilities:

- Retail sales
- Induction, training and development of 48 employees, including 6 Store Managers
- Achieving sales budgets
- Providing superior customer service
- Managing costs and outgoings
- Participating in monthly management meetings
- Managing stock takes
- Processing inventory
- Marketing, merchandising, house keeping, events and displays

EMPLOYMENT HISTORY (CONTINUED)

Key Accomplishments:

- Achieving sales growth of 13.5% over the last 12 months
- Increasing the average sale by 16% over the last 12 months
- Reducing employee turn over by 55%
- Improving merchandising, housekeeping and ticketing standards
- Improving employee morale by a combination of leading from the front and taking a more strategic approach to managing the development of my 6 Store Managers
- Reducing direct operating costs by 5% over the last 12 months
- Being awarded the Most Improved Business Performance Award (attached)

Reason for Leaving:

- Not applicable/Currently employed

Date	Feb 2002 – January 05
Employer	Another Retail Company Pty Ltd
Position	Store Manager

Key Responsibilities:

- Retail sales
- Management, training and development of 10 team members, including an Assistant Store Manager
- Achieving sales budgets
- Providing superior customer service
- Managing costs and outgoings
- Participating in monthly management meetings

Key Accomplishments:

- Achieving store sales growth of 18% over the last 12 months
- Increasing the store's average sale by 18% over the last 12 months
- Reducing employee turn over at my store by 40%
- Improving merchandising, housekeeping and ticketing standards
- Improving employee morale by leading from the front
- Reducing operating costs at my store by 5% over the last 12 months
- Reduced store shrinkage to less than 1%
- Being awarded the Most Improved Store Manager Award (attached)

Reason for Leaving:

- Having commenced as a sales person with Another Retail Company Pty Ltd in 2002 and then being subsequently promoted to the role of Store Manager 18 months later, I was confident that I had developed my skills as a Store Manager over a period of 3 years and was ready to take on a Regional Management opportunity with a new employer

EMPLOYMENT HISTORY (CONTINUED)

Date **June 01 – January 02**

Employer **Yet Another Retail Company Pty Ltd**

Position **Sales Assistant**

Key Responsibilities:

- Retail sales
- Meeting and exceeding personal sales targets
- Merchandising, housekeeping and ticketing
- Store security
- Stock Take

Key Accomplishments:

- I exceeding my personal sales budget the vast majority of the time
- My teamwork skills assisted the store lift its sales performance by 18% over the last 12 months

Reason for Leaving:

- I left to take up an opportunity with Another Retail Company Pty Ltd as a Store Manager

TRAINING AND EDUCATION

2008 **Certificate III in Retail Operations**
Essential Training Services

2004 **Senior First Aid Certificate**
Australian Red Cross

2002 **Certificate III in Business (Office Administration)**
Adelaide TAFE

LANGUAGES SPOKEN

- English
- Italian

HOBBIES/INTERESTS

- Meeting people
- Music
- Traveling
- Personal development
- Reading

REFEREES

Paul Jones (previous employer)

General Manager
Another Retail Company Pty Ltd
Mobile
Email

Sally Brown (previous employer)

General Manager
Yet Another Retail Company Pty Ltd
Mobile
Email

Mike Purple (personal character reference)

Mobile
Email

Please do not contact my referees without prior notice to myself. Thank you.

ENCLOSURES

Please find attached the following information in support of my Confidential Resume:

Certificate III in Retail Operations – 2008

The Retail Company Pty Ltd – Most Improved Business Award – 2007

Another Retail Company Pty Ltd – Most Improved Store Manager Award – 2005

Certificate III in Business (Office Administration) - 2002

Yet Another Retail Company Pty Ltd – Sales Awards – 2002, 2001