

Your Name
Your Address, telephone and email

Example

Objective

An accomplished retail professional seeking a position of responsibility that fully utilizes my diverse skills, strengths, and abilities in the facilitation of company goals. Recognized by peers as a confident and capable individual with a refined work ethic, strong leadership abilities and deemed a valued contributor.

Skills and Abilities

Customer Service
Accounting

Marketing/Sales
Communication

Computer Literacy
Interpersonal

Clerical/Administrative
Organizational

Professional Experience

03/10 – Present

My Boutique

Miami, FL

Assistant Manager

- Assist in the recruitment and hiring of applicants to meet the store's needs.
- Maximize sales and measure sales performance on a daily, weekly and monthly basis.
- Coordinate Sales Promotion activities and pricing of merchandise.
- Oversee floor plans, preparation of merchandise displays and presentations, exercising judgment and discretion in applying merchandising concepts and guidelines.
- Coordinate the flow of merchandise to the sales floor.
- Oversee compliance of established company policies and standards such as safekeeping of Company Funds and property, personnel practices, security, sales and record keeping.
- Help Solve problems that affect the store's service, efficiency, and productivity.
- Administer sales contests in order to achieve goals established by the Corporate Office.
- Provide and inspire outstanding service to our customers.
- Exercise judgment and discretion alone, and in conjunction with the Store Manager in the day-to-day operations of the store.
- Maintain strong business relationships with clients, employees and vendors.
- Responsible for inventory shrinkage.
- Encourage collaboration in solving problems by having students work in groups to discuss and solve problems together

01/08 – 02/10

Pets International

Miami, FL

Office Manager

- Responsible for completing payroll, hiring employees/interns, training, cost control, sales, daily operations and accounting.
- Maintain strong business relationships with clients, employees and vendors.
- Increase business sales through internet efforts, advertising and phone calls.
- Review legal contracts and documentation for our clients and vendors.
- Contact and solicit new business with local, domestic and international sources.
- Attend trade shows locally as a corporate representative to gain more business.
- Develop and maintain business and marketing plans.
- Organize and relocate the complete office.
- Run errands and delegate responsibilities for the office.

01/04 – 12/07

Marriott Hotel & EconoLodge

Orlando, FL

General Manager

- Manage the operations and profitability of the hotel.
- Maintain superior guest satisfaction scores a
- Direct, recruit and develop hotel team.
- Proactively create & implement strategies to enhance the profitability and revenue generation of the hotel.
- Direct management and overall coordination of all property departments to achieve the company's quality service and profit objectives. .
- Establish short and long-term goals to achieve overall profit and growth objectives.
- Prepares annual budgets and assure that hotel operates within approved budget.
- Ensure the hotels meet all of the legal standards required by the State of Florida.

06/97 – 12/03

Marriott Hotel & Suites Downtown Miami Convention Center

Miami, FL

Director of Sales & Marketing

- Approach all encounters with guests/team members in a friendly, service-oriented manner.
- Comply at all times with hotel standards and regulations to encourage safe and efficient hotel operations.
- Supervise, administer and ensure timely completion of all activities of the Sales Department.
- Develop a full working knowledge of the operations of the hotel, including Food and Beverage, Guest Services and Reservations.
- Develop and maintain market awareness to ensure ability to predict revenue opportunities and set proactive strategies.
- Operate the Sales Department within established sales expense budget.

01/90 – 05/97

Marriott Plaza

Miami, FL

Director of Catering & Sales

- Responsible for all catering activities - booking, planning & directing functions.
- Hire, train, and schedule catering staff.
- Ensure successful operation of catering functions including labor cost control; food cost control and preparation, transportation, set-up, operation, and clean-up of all events.
- Assist with Catering Department Menu development, pricing and marketing functions Prepare contracts, floor plans, final head counts and collect all payments prior to functions.
- Develop catering marketing plans.

Education

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- BAS – Supervision and Business Management **Miami Dade College** Miami, FL
 - AA – Business Administration **Miami Dade College** Miami, FL
- **Member of Phi Theta Kappa International Honor Society*

Computer Skills

Microsoft Word ■ Excel ■ Windows ■ PowerPoint

References Available upon Request