

# *Combination Resume Sample*

**Tanya SMITH**

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## **Professional Objective and Profile**

A self-motivated, creative Retail Sales Supervisor with an open mind to new ideas, seeking a Management position that will provide a challenging opportunity for personal growth while contributing to the company's objectives.

## **Management Accountability**

- Key holder: independently open and close store with duties including; counting/installing/removing self-checkout cash boxes while being responsible for management of all staff and building operations during those times
- Inventory control: monitor existing purchase orders and decide which "hosts buys" and regular stock to order to maintain prescribed inventory volumes

## **Planning**

- Hired to build/stock/co-ordinate the opening of 6 departments in a new concept store for Home Hardware. Currently supervising 4 departments
- Managerial team mate that met a tight Grand Opening deadline with a new concept store that was unfamiliar to seasoned managers
- Adept to changing corporate priorities while maintaining daily sales targets and quality customer service
- Identify opportunities to meet forecasted department sales plans

## **Problem Solving Abilities**

- Responsible for organizing/testing Home Hardware's first drive-thru lumber department
- Handle volatile customer situations and find resolution in a timely manner by providing alternatives/substitutions with prompt client follow up
- Respond quickly to staffing issues by utilizing Supervisor Training Course guidelines and incorporating established techniques

## **Sales Experience**

- Organize four departments to offer the customer the best shopping experience (i.e. attractive displays, knowledgeable staff, and proper price points)

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This is a sample resume. All the information including but not limited to names and locations are fictional. Use this sample at your own discretion.

- Effective use of product knowledge and sales skills to sell the customer “the complete project”
- Utilize proven methods of selling and brainstorm ideas with Management Team to develop innovative marketing/sales strategies to increase sales and profitability
- Researched and developed the theme for an international Parts website in 1995 to increase sales and market penetration, attracting international customers from as far away as the former USSR

## Supervision/Training

- Monitor and report monthly/yearly associate reviews and ensure necessary training is completed
- Provide development coaching, sales role playing and associate performance improvement plans to ensure new and existing hires are meeting corporate expectations
- Authorize/amend computer generated staffing schedules to meet sales peaks and department priorities

## Accomplishments

- Received an Excellence Award from Home Hardware’s Senior Management Team, recognizing 3 departments that made sales plan for 3 quarters in the opening year in Chatham
- Recognized for complete and excellent service via Home Hardware’s “Voice of the Customer”

## Employment History

|  |                               |
|--|-------------------------------|
| Home Hardware<br><i>Retail Sales Supervisor</i>                | 2005 - present<br>Chatham, ON |
| Mr Lube<br><i>Service Consultant/Shop Supervisor</i>           | 2000 - 2005<br>Blenheim, ON   |
| Navistar International Truck Assembly Plant<br><i>Assembly</i> | 1996 - 2000<br>Chatham, ON    |

## Education

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|---|------|
| Home Hardware<br><i>WHMIS</i>                                       | 2005 |
| Ursuline College Chatham<br><i>Ontario Secondary School Diploma</i> | 1984 |