

# Jane Smith

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Highly motivated and result-oriented professional with a 15-year track record of outstanding management experience in retail operations and sales. Highly influential in organizational growth by blending creativity and strategy to develop innovative programs, build market presence, and raise awareness. Strong leadership and team building abilities. Experienced in recruiting, training, and retaining high caliber sales and management personnel with the ability to motivate employees to achieve maximum results. Demonstrated ability to manage multiple units to generate increasing sales while having teams delivering the highest level of customer service. Provide leadership as a creative problem solver who has an eagerness to learn while organizing and balancing priorities. Tenacious in forging strong relationships with external business partners.

**Solid Operations Management Skills • Strong Leadership & Management Skills • Employee Training**  
**Exceed Corporate Goals • Advanced Customer Service Skills • Creative Marketing and Business Background**  
**Efficient and Effective Supervisory Skills • Effective in Customer Service Training**  
**Excellent Sales & Communication Skills • Strong Retail Management Experience • Conflict Resolution**

## PROFESSIONAL EXPERIENCE

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Sprint Wireless District Manager/Supervisor

2015 – Present

### District Manager

- Supervise all sales and business development functions, including new product rollouts, key account management, customer relationship development, contract negotiations, and order fulfillment.
- Manage P&L and budget duties and provides cross-functional team training, coaching, and mentoring.
- Responsibilities include: achieving the district key performance indicators, managing total operations, and providing support and supervision to a group of stores within a pre-determined geographic area.
- Train staff on all aspects of retail business operations. Maintain a strong working environment for employees/clients.

### Accomplishments:

- Oversaw 10+ stores to ensure the highest level of execution. Strategically planned a monthly store action plan per store that contributed to an overall gross profit increase of 13.9% Y-o-Y. Provided leadership for new marketing plans.
- Was instrumental in completing turnaround of under-performing sales team; set higher expectations and instituted individual team-member accountability, resulting in a 100% revenue increase over three years.
- Demonstrated expertise in meeting or exceeding district goals throughout tenure, exceeding anticipated annual sales goals in Maryland and earning multiple company awards in recognition of performance.
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The Men's Warehouse Springfield, IL

2005 – 2015

### Store Manager

- Analyzed District P&L statements and other business metrics to identify opportunities and facilitated the creation of strategic action plans to deliver desired store results. Facilitated strategy creation with stakeholders, monitored results, and validated execution of loss control related programs and processes.
- Monitored and analyzed sales, operations, customer experience and HR metrics comprehensively to identify sales-driving opportunities and facilitate the creation of strategies and action plans to achieve desired results. Set clear goals for store management and held them accountable via performance management and motivation techniques.
- Worked with District Managers in the region as a Customer Experience Champion. Consistently delivered results ranking number 1 in the chain with over 80% growth, which ranked as number 1 in the district and nationally.
- Responsibilities included: facilitating sales training for retail sales managers and trainees, developing new sales programs, acting as liaison between multiple stores, and directing sales organization.
- Management recognized for ability to manage and delegate tasks to a competent team of Store Associates.
- Audited expense reports, processed general voucher, and inputted hours for payroll and purchase orders.

## EDUCATION

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University of Chicago College – Chicago, IL  
Bachelor of Business Administration – 2005