**JOHN HLOOM**

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Background features a record of consistent performance excellence in visible and increasingly responsible service roles requiring outstanding business development ability, leadership, and an entrepreneurial spirit. Past years highlighted by being a top performing operations associate – delivering outstanding customer care while maintaining on-time and accurate retail financial activities. Proven ability to impact complex business challenges and produce results.

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| Core Competencies | | |
| * Consultative Solution Selling * New Market Development * Client Acquisition/Retention * Sales Force Development | * Strategic Market Planning * Corporate Operations * Sales Systems * Incentive Programs | * Performance Metrics * Product Knowledge * Strategic Alliances * Daily Preparation |

# EXPERIENCE

***Head Cashier***

**DEPARTMENT STORE** 2012 – Present

Perform combined sales and service functions – supervising five employees to deliver a unique and positive customer experience in a fast-paced, high-volume environment. Manage large accounts that ordered weekly in bulk, receiving payment by cash, check, credit card, vouchers, or debit. Develop expertise in the store’s unique product lines while ensuring all shipments are made on time and within budget. Maintain a clean and presentable area, responsible for opening and closing duties.

* **Customer Satisfaction:** Personally built a base of strong, diverse, and loyal customers which provided the foundation for the company’s growth and positive reputation.
* **Industry Compliance:** Maintained up-to-date knowledge and interpretation of company policies and procedures, legal requirements, and government reporting regulations.
* **Sales Metrics:** Increased sales by 200% within only three months.

***Cashier / Customer Service Associate***

**SUPERMARKET** 2007 – 2012

Directed several simultaneous administrative and financial functions including accounts payable, shipping and receiving, payroll, and small office activities.Performed simple to complex problem resolution, demonstrating outstanding team work while being able to also work independently.

* **Trained Staff** – At the request of management, trained new employees on computerized register system.

***Cashier***

**WAREHOUSE** 2006 – 2007

Key contributor to the smooth and successful operation of this convenience/warehouse store. Ordered supplies and maintained the cash register. Learned principles of sales, customer service, business operations, and item presentation.

* **High Performer/ Value Added:** Recognized as a team player achieving operation success. Cash drawer was never short. Perfect attendance and punctuality record. Worked double shift when needed.

***Sales Consultant***

**CAR DEALERSHIP** 2000 – 2006

Maintained focus and superior communication while expertly building customer rapport and effecting profitable closure for the enterprise. Sold products and services by reviewing desire/need for product and services.Explained options, provisions, and premiums.Updated job knowledge by reading professional publications and participating in personal networking and community events.

* **Staff Management** – Promoted to train and mentor new Sales Associates ultimately delivering a turnaround in sales and profitability.