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SENIOR RETAIL MANAGEMENT

♦ Strategic Planning - Operational Management - Multi-site Management ♦

Operating at board level with full financial expenditure autonomy. Highly successful with proven abilities in strategically planning direction, achieving targets and developing new and repeat business. Skilled in optimizing team potentials through the delivery of training solutions whilst promoting best practice and encouraging a self development culture. Now looking for a new challenging appointment that offers a genuine opportunity for progression.

AREAS OF EXPERTISE

- Business development
- Maximizing profit
- Management training
- Exceeding targets
- Identifying / new markets
- Team development / leadership
- P&L / financial controls
- Training design and development
- Customer service
- Logistics / distribution
- Merchandising
- Health and Safety
- Stock / cost control
- Purchasing
- Quality Assurance

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

Sleepmasters, Altham (1999- Present)

OPERATIONAL CONTROLLER

2005 - Dec 08

Write Company A Here

Direct responsibility for delivering sales of £70 Million p.a. 160 stores, 6 Distribution Centre Managers (logistics and distribution, including 4000 home, next day deliveries per week), plus Head Office functions, Service Levels Agreements and 400 staff.

- Instrumental in developing sales from £10 Million to over £70 Million p.a.
- Developed and optimized I.T. systems, merchandise space / systems and staff training formats.
- Maintenance of a 40 plus heavy good vehicle fleet, 24/7.
- Delivered and exceeded sales and distribution targets with budgeted parameters.
- Dealt with service and disciplinary matters including appeals and tribunals.
- Recruited, trained, led and managed teams. Co-ordinated training to all levels of staff.
- Ensured all sites adhered to company Health and Safety and fire safety legislation.

REGIONAL MANAGEMENT (Operations, Area and Staff Development Position)

1999 - 05

Reported on systems and developed Field Managers (£10 Million p.a. of sales, 23 stores). Jointly responsible for developing superstores, sales and operations. Carried out, board reviews, training feedback, management of account reviews, plus other ad hoc and control issues that arose.

- Planned business expansion, marketed and increased sales throughout the region by 12%.
 - Enhanced I.T. systems in preparation for future growth.
 - Wrote Quality Procedures / Operational Manuals in many business areas that promoted best practice and improved systems, standards and procedures.
 - Spearheaded 2 expansion projects for over 40 stores, strategically positioned and established new operations. Recruited members. Undertook various other projects on behalf of the Company and the Region.
 - Delivered new training solutions that met the needs of the business and the people.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

Write Company B Here

STORE MANAGER TO REGIONAL MANAGER

1997 - 99

- As Regional Service Manager maintained 17 stores and a £25 Million budget.
- Maximized sales, margins and customer satisfaction whilst minimizing costs and stockholding.
- Recruited, trained, motivated and appraised staff.

Write Company C Here

AREA SALES MANAGER

1996 - 97

- Controlled business for 20+ Superstores (150 staff) from Leicester to Inverness.
- Met all sales costs and contribution targets.
- Controlled expansion programme of 15 stores - sales increased by 90% to £30 Million.
- Close liaison with Lord Harris (Chairman).

SUPERSTORE MANAGER

1995 - 96

- Managed various stores including company flagship store each with a £2 Million + turnover.
- Achieved record sales turnover after devising new innovative sales programmes.
- Best company audit - only a £93 loss in £1.6 Million of sales.

MANAGER TRAINER

1994 - 95

- Experience gained in all aspects of HR/ personnel work.
- Evaluated training programmes for staff such as customer service and salesmanship.
- Follow-up research concluded increased profits, improved budgets and staff morale.

EARLY CAREER:

Leisure Complex (1992-94)

OWNER / MANAGER

1992 - 94

- Ran 1500 acres of woodland. Lakes and farm land.
- Organised annual charity events with 5000 visitors / 60 trade stands.

EDUCATION

NVQ 3	Forestry	1994-95
NVQ 3	Game Keeping	1992-95

Formal external training and numerous in-house courses have supplemented my extensive hands-on management experience:

Regional Management Appraisal Training, Training the Trainer, First Class Service Proposition, Staff Performance Reviews, Supervisory Management, Appraisal Writing, Time Management, Health and Safety, Manpower Planning, Staff Development, Retailing, Accounts and Profitability, Presentations and Communications, Health and Safety, Assertions and Influencing Skills, Loss Prevention, Customer Care. (All commensurate with key skills and experience).

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Interests and Pastimes: Clay shooting, fishing, squash, motorbike racing, classic cars and sailing.
Status: Single.
Born: 1969.