

## ANN J. EXAMPLE

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### PROFESSIONAL PROFILE (Essential to include, written in third person, review for each application, 3-4 lines, summary of CV matched with job spec, include relevant experience, qualification, skills)

Enthusiastic, dedicated professional with extensive experience across all areas of retail management. BII qualified. Exceptional leader; strong ability to manage projects from conception through to completion. Proactive, able to perform effectively in a highly pressurised environment.

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### CAREER SUMMARY (Focus on achievements, past tense, action words, RELEVANT to job)

#### 1994-date **A&B Stores plc**

#### SENIOR AREA OPERATIONS MANAGER (2002-date) (4-5 points for most recent job)

- Managed budgetary and sales targets through motivating and developing staff, consistently achieved and surpassed Key Performance Indicators
- Controlled management accounts with attention to essential criteria for net profit, resulting in increased management information for controlling costs
- Monitored and controlled store compliance in all areas, including customer care, effective planning, staff training and development, leading to 80% decrease in customer complaints
- Developed communication protocols for daily communications with Customer Support Centre functions - Buying, Finance & Distribution – resulting in improved stock flow and reduced customer wait times.
- Deputised for Retail Operations Manager, responsible for whole region, incorporating 9 Area Managers

#### CUSTOMER SERVICES MANAGER (2000-2002) (4-5 points for next job)

- Reported to the Director of service quality, primarily responsible for 16,000 internal customers and all external customers
- Developed CD ROM programme used in all stores, in line with customer service strategy resulting in standardised customer service - decrease by 80% in customer complaints
- Managed and developed stores' monthly incentive programme resulting in decreased absenteeism
- Created and introduced in-store customer awareness and feedback forms with developing benchmarks to measure customer satisfaction

#### SPECIAL PROJECTS MANAGER – SUPPLY (1999-2000) (maximum 3 points unless VERY relevant)

- Introduced ambient grocery, setting up training programmes and rolling out into 400 stores
- Designed store communication procedures to ensure the smooth running of all operations
- Investigated weekly shrinkage issues, produced a user friendly guide, with testing and roll-out

#### AREA OPERATIONS MANAGER (1997-1999) (one-line summary of job held unless VERY relevant then describe as others)

#### STORE MANAGER (1994-1997)

- Managing 7 convenience stores and becoming Training Store Manager for the whole region, manager of the Store of Excellence and Area Manager Designate

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### EDUCATION AND QUALIFICATIONS

<b>B.I.I:</b>	National Licensee Certificate
<b>NVQ:</b>	Retail Levels 1, 2 & 3
<b>3 A Levels:</b>	Economics, Mathematics & Chemistry (1994)
<b>9 GCSEs:</b>	Including English & Mathematics (1992)

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### KEY I.T. SKILLS

- Word, Excel, Access, PowerPoint, Internet & Email

**REFERENCES AVAILABLE ON REQUEST**