

MARCUS SAMPLE

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GENERAL MANAGER / STARS AND STRIKES FAMILY ENTERTAINMENT CENTER

**Management & Supervision | Strategic Planning & Execution | Vendor & Customer Relations
Business Process Analysis & Improvement | Financial Operations | Sales Leadership**

Highly competent professional with over 20 years of experience in supervising operations and developing overall store strategies and tactics to achieve sales, service and operational performance goals. Ensure maximum sales and profitability by focusing on key business initiatives. Leads, motivates, and inspires associates to create a customer-centric environment resulting in a memorable and positive customer experience; builds customer retention, strong relationships, and brand awareness and loyalty. Proven track record in implementing strategic business planning in all endeavors resulting in superior customer service, higher efficiency, and increased revenues.

KEY STRENGTHS

General Management: Oversee all daily operations including P&L, personnel management marketing, budgetary and inventory controls, customer services and all functions that impact store operations.

Sales/ Community Relations: Ability to effectively market to the community using local, regional and national promotional services, including participating in local groups to develop excellent community relations to increase customer traffic.

Safety/HR Compliance: Maintain the assets of the company to ensure quality levels of customer service and safety compliance; manage employees to incorporate company HR guidelines and ensure government regulation compliance.

Profit & Loss (P&L): Effectively manage operational aspects of area of responsibility to ensure profitable performance, drive store profitability and direct all activities related to customer service, merchandise flow, store maintenance, expense management, shortage prevention, human resources and sales support functions.

Supervision & Training: Leads, directs, mentors, and builds top producing teams. Ensures best practices, implementation of effective training platforms, and optimizes company goals; provides positive and constructive feedback, and appropriate coaching and counseling.

RELEVANT PROFESSIONAL EXPERIENCE

Name of Company, St. Paul, MN

2008 to Present

A \$7.1 + billion dollar national retailer and leading provider of integrating products, solutions, and services for the workplace.

Store Manager

2009 to Present

Responsible for ensuring the quality day-to-day operations of the store. Utilizes strong managerial and leadership skills, develops and carries out strategic operational and marketing plans, analyzes financial data, and develops and maintain a strongly motivated store staff.

- Maintains store staff by recruiting, selecting, orienting, and training employees (up to 25).
- Responsible for scheduling and assigning jobs to employees; follows up on work results through providing coaching, counseling, and disciplining employees as needed.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

- Ensures effective operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.

Marcus Sample (continued)

Page 2

- Establishes positive rapport with customers to ensure customer satisfaction and repeat business.
- Maintains availability of merchandise and services by approving contracts and maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Effectively markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.

Sales Manager

2008-2009

Supported Store Manager in creating a sales culture that increased sales, fostered and developed a consultative selling environment and improved customer service.

- Coached and trained associates on selling a variety of services that the company offered.
- Drove the company loyalty program through establishing and shaping strong associate behaviors.
- Created a culture of world class customer service through associate accountability and recognition, using the company mystery shop program as a barometer.

Sales Manager, Technology & Home Entertainment, Company, Maplewood, MN

2006-2008

Provided sales supervision through closely monitoring company sales.

- Evaluated sales information, and aided in the creation of innovative ways to improve sales.
- Provided hands-on leadership in the evaluation and monitoring of the sales team.

Sales Manager, Company, Sales Manager, Edina, MN

2001-2004

Supervised employees and provided leadership in a fast paced environment.

- Created and implemented new marketing strategies for media products and service departments, which led to increased sales, employee productivity, and customer satisfaction.
- Trained employees in sales and customer service, resulting in improved sales productivity.
- Led improvements in customer service ratings.

ADDITIONAL EXPERIENCE

Sales Supervisor, Computer Department, Company, Edina, MN

Sales Manager, Company, Woodbury, MN

EDUCATION

Graduated Name High School, Name, MN

Attended Name Community College/ Completed general coursework