

JOHN H. SMITH

info@greatresumesfast.com | P.O. Box 1673 | Callahan, FL 32011 | 800-991-5187

SENIOR-LEVEL DISTRICT MANAGER | CUSTOMER SOLUTIONS | TEAM LEADERSHIP & DEVELOPMENT

Sales & Marketing | Human Resources | Excellent Communication & Collaboration | Multiple-Unit Manager

SUMMARY OF QUALIFICATIONS

- **Self-directed, results-driven** sales professional with expertise in presenting specialized products, services, and systems; persevere and succeed in capturing new business opportunities as they are presented.
- **Exhibit tenacity and creativity** in problem solving with a proven record of innovating profitable solutions to seemingly impossible business problems; able to bring order and efficiency to chaotic environments.
- **Driven, self-motivated**, highly energized, and recognized for the ability to translate company vision and mission into strategies that consistently exceed financial and organizational targets.
- **Interact extensively with** all levels of employees regarding operations, productivity, and performance issues; openly promote and foster transparent accountability while consistently exceeding goals and expectations.
- **Dynamic, energized, and driven** entrepreneur who is committed to excellence and has demonstrated success in achieving cost, quality, and service goals through the implementation of innovative business strategies.
- **Highly effective in motivating**, developing, training, and leading employees; adept at negotiations, collaboration, and building respected and trusted relationships.
- **Works independently** with no direct supervision and exhibits the ability to plan and conduct effective meetings as a team player, leader, and trainer who garners consistent success in planning and managing projects.

Computer-oriented; proficient with PCs, MS operating systems and applications including Office Suite, QuickBooks, and Google Docs; able to effectively research/navigate the Internet and handle all e-mails in a timely and thoughtful manner.

RELEVANT EXPERIENCE

- Business Development
 - Operations Manager
 - Training Developer and Facilitator
 - Merchandise Planner and Inventory Buyer
 - Maximize revenue while controlling costs
 - Drive profitability through delivery of services and product offerings
 - Recruitment of talent, development of talent, and team building
 - Negotiator of Business Contracts and Vendor Pricing
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PROFESSIONAL EXPERIENCE

NEIMAN MARCUS, CHICAGO, IL

2013 to Present

Dior Counter Manager - Extremely motivated, responsive sales manager and a critical link in ensuring that customers' sales experiences are outstanding; train and motivate team members to meet their goals and increase cosmetics profitability.

- Present a goal-oriented, entrepreneurial outlook in fast-paced environments while demonstrating an energetic and positive attitude, communicating effectively with customers, and ensuring floor coverage flexibility with schedules.
- Lead team to deliver the best customer experience possible by successfully building a teamwork environment and working within the team in order to meet individual, department, and store objectives.
- Build and maintain a loyal client base, provide clients with product knowledge, call clients to inform them of events and the arrival of new merchandise, and consistently meet or exceed sales and new account goals.

PROFESSIONAL EXPERIENCE CONTINUED ...**JACQUE SALON AND DAY SPAS, CHICAGO, IL****2006 to 2013**

Managing Partner (2008-2012) - *Opened a new day spa location that represented retail lines including, but not limited to, Graham Wells, Beauty & Brave, Link Skincare, Derma, Pratt, Young Cosmetics, Bare Essence, Beauty Product, L'Octave, Ink, OPR, Creative Beauty, Purse, and Get Ready.*

- Managed all operations, human resources, and payroll needs for 40 employees working in this 7,000-square-foot salon and spa; processed payroll that included computing employee hourly wages and/or commissions and calculating all retail, state, and federal taxes, following-up on discrepancies and resolving any accounting/payroll issues.
- Stayed abreast of market trends by thoroughly researching, analyzing costs, and evaluating new retail products and services; oversaw and managed budgets, inventory levels, loss prevention, accounts payable, accounts receivable, and ordering of supplies and retail products.

JACQUE SALON AND DAY SPAS, CHICAGO, IL

District Manager (2006-2008) - *Recruited from Aim to handle multi-unit operations, coordinate training, hold training seminars, and assist other GMs at all locations with their budgets and HR functions. In addition, oversaw all operations and managed all aspects of the Magnificent Mile top luxury five-star salon and day spa that was highly recognized for employee talent, inspiration, and excellence.*

- Utilized Social Media and the company website to create and update store promotions and sales events for the entire company consisting of a cosmetology school and 8 independent day spa locations that each grossed between \$2.0M - \$3M (monthly) with most running at a 45% retail to service dollar per year gross.
- Achieved a 19% increase in service sales, a 15% increase in retail sales, and a 7.0% decrease in expenses by creating new sales programs and partnering with general managers to implement new ideas within store locations; sold Keracare and consistently realized the company's minimum sales quota of \$80k within each quarter.
- Trained all General Managers in how to conduct candidate interviews and, eventually, tag-teamed the interviewing process; handled all inventory, buying of stock, and ordering, staying within the required budget.
- Recruited secret shoppers, created evaluation forms, and charted follow-up with general managers in order to determine who needed coaching and who should receive accolades based on the results of the evaluation forms.
- Communicated clear expectations and held team members accountable for maintaining company standards, brand of performance, and professional behavior; conducted disciplinary action and corrective behavior directives as needed.
- Coordinated all training with distributors and account executives and developed and facilitated all product knowledge training sessions for technical and non-technical team members; produced development plans that supported performance needs and career growth for direct reports and team members.

AIM CORPORATION, BLUE HILLS, IL**2003 to 2006**

Executive Team Leader - *Quickly earned promotions that exceeded company guidelines based on superior performance, excellent leadership, and personal determination; worked and trained in soft lines, health and beauty, jewelry, Starpoint, meat, dairy, and grocery within a Aim and Super Aim.*

- Developed strong relationships with vendors in order to maintain stock levels and merchandise for the grocery side of a Super Aim; consistently achieved/exceeded payroll productivity quota and ensured execution of plan-o-grams.
- Managed, trained, and developed six direct reports; responsible for all coaching, reviewing, and development of the departmental team to the highest level of Aim's "E's of Excellence."

BODY WELLNESS, LITTLE TOWN, IL**2001 to 2002**

Shop Director - *Opened a brand new 3,500-square-foot strip mall store; trained all staff and managers, oversaw all store operations, and was consistently in the top 4 for the district and region in regard to "percent to plan" and average dollar sales, ranking 10 out of 1,500 for average dollar seasonal sales throughout all company locations.*

- Carried a wide variety of specialty scented lotions, shower gels, anti-bacterial soaps, and home fragrances that were demographically merchandised products and strictly adhered to predetermined plan-o-grams.

PROFESSIONAL EXPERIENCE CONTINUED ...**SPORTS EVENTS, DEEPWATER, IL****2000 to 2001**

Senior Account Manager - Arranged and coordinated a National Golden Gloves Boxing tournament in Deepwater, Illinois by setting up hotel accommodations and airline tickets for 4,000 boxers, coaches, trainers, and their families.

- Account Manager for one of company's top clients - a nursing organization with more than 11k members - and arranged accommodations, travel, and entertainment for thousands of traveling nurses throughout the U.S.
- Arranged several top companies' accommodations, travel arrangements, entertainment, and game schedule for the Lake City Olympic Games, organizing pick-ups and drop-offs for 300 people.
- Bought supplies and handled various events including dinner with top boxers, trainers, and families by setting up the venue and the menus while limiting costs and staying within budget.

ADDITIONAL PROFESSIONAL EXPERIENCE**Flywest Airlines, Chicago, IL**

Flight Attendant/Special Assignment Flight Attendant (1992-1999) - FAA trained and certified on multiple aircraft with specialized training in emergency evacuation, survival tactics, and customer safety for this major airline that was the envy of all other airlines due to its dominating service and routes to Russia from most major US cities.

- President and FYW Base Representative for the Junior Advisory Committee of Local 2001 International Brotherhood of Teamsters.
- Certified and FYW Base Representative for Critical Incident Stress Management Program.
- Exposed to vast cultural differences and practices, achieving customer delight through quality service and receiving numerous accolades from customers through the "Platinum Flier" program.

Flight Attendant on Special Assignment - Executive Assistant to the Manager of In-flight Training; co-authored and facilitated Six Month Refresher course which focused on service standards, uniform guidelines, and safety regulations.

- Facilitated Ground School Training and reviewed Hands on Training for over 3,000 flight attendants.
- Communicated test scores, attendance, and rescheduling of Ground School.
- Attended and certified in Zig Ziglar management courses.

PROFESSIONAL DEVELOPMENT

STATE UNIVERSITY, JERICO, IL - B.S., Consumer Studies and Personal Resource Management

Member of State University Hispanic Alumni Organization

Member of CSW

Willing to travel | References available upon request | Willing to relocate internationally or domestically