

STEPHEN ROBERTSON

LONDON, UNITED KINGDOM

+44 20 1234 5678

EXAMPLE@CVMAKER.UK

SKILLS

Store Management
Inventory Control
Staff Training and Development
Budgeting and Financial Analysis
Customer Relationship Management
Merchandising and Product Placement
Vendor Management
Health and Safety Compliance

EDUCATION

Bachelor of Business Administration in
Business Management
University of London, London, UK, 2018

CERTIFICATIONS

Leadership and Management Development
Programme - Chartered Management
Institute (CMI), 2021

Health and Safety Compliance Training -
Institution of Occupational Safety and
Health (IOSH), 2018

REFERENCES

Available on request

PERSONAL PROFILE

Experienced Grocery Store Manager with 5+ years of experience in creating a positive and productive work environment. Adept at optimising store operations, driving sales, and providing exceptional customer service. Skilled in leading and motivating teams to peak performance.

WORK EXPERIENCE

Senior Grocery Store Manager Lows, London, UK | 2018 - Present

Oversee a team of 15+ employees, providing training and development to improve overall productivity and customer service. Cultivate strong vendor relationships, negotiating favourable terms to optimise the supply chain. Ensure strict compliance with health and safety regulations, maintaining a record of zero workplace accidents.

- Progressed from Store Assistant to Supervisor, culminating in the role of Senior Manager in 2021.
- Drove consistent year-on-year store profitability growth through strategic sales initiatives and rigorous cost control measures.
- Championed new inventory management systems, leading to a substantial 20% reduction in stock losses, while consistently maintaining these elevated standards.

Part-time Store Assistant Evergreen Groceries, London, UK | 2016 - 2018

Handled customer service, cash transactions, and ensured optimal inventory levels. Contributed to merchandising strategies, ensuring attractive displays. Assisted with store cleaning, sales initiatives, and delivery management. Cross-collaborated with team, proactively addressed inquiries, and maintained a welcoming store environment.

- Gained hands-on experience in various store operations, including cashier duties, restocking, and customer service.
- Assisted in the implementation of new merchandising strategies, contributing to a 10% increase in sales.
- Demonstrated exceptional organisational skills in managing inventory and restocking shelves.