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Margaret Knowles

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Professional Summary

Strongly focused and reliable Supervisor Retail with an exceptional record of employee team management and customer satisfaction. Adept at handling multiple simultaneous customer service issues with accuracy and professionalism. Skilled in helping to employee conflicts in a beneficial manner for all parties.

Core Qualifications

- Wide retail sales experience
- Exceptional grasp of inventory management principles
- Superior supervisory abilities
- Excellent interpersonal and communication skills
- Strong computer and cash register operations abilities
- High skills in responding rationally and calmly to guest and employee conflicts

Experience

Supervisor Retail **6/1/2010 - Present**
PACHost Inc. **Denver, CO**

- Supervised retail team training and orientation processes.
- Managed inventory in coordination with purchasing and receiving department.
- Responded to guest queries and complaints in a prompt and professional manner.
- Made recommendations to vendors for merchandising goods and retail lines.
- Oversaw retail shop cleaning operations per company standards.
- Ensured adherence to all departmental policy in all task performance.

Time Warner Cable 6/1/2006 - 5/1/2010
Denver, CO

- Ensured store operations were performed within budget.
- Assessed and selected best retail shop merchandise for visible display.
- Analyzed production reports to optimize profitability.
- Prepared and submitted sales and business analysis reports to management on a regular basis.
- Trained staff and interns on company policy and product details.

Education

Associate's Degree - Business Management **2006**
West Denver Community College Denver, CO

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