

William Jones
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OBJECTIVE: To secure an executive position which would allow me to utilize my extensive experience in managerial and customer service

EXPERIENCE:

CVS Pharmacy **Chicago, Illinois**
Assistant Store Manager October 2006 to May 2007

- Supervised 20 employees, scheduled work hours, resolved conflicts
- Developed and revised standard operational and working practices and observed workers to ensure compliance with standards
- Initiated personnel actions, such as promotions, transfers, discharges and disciplinary measures

Marshalls **Berwyn, Illinois**
Assistant Manager Merchandising October 2005 to October 2006

- Assigned duties and examined work for precision and adherence to policies and procedures
- Studied and standardized procedures to improve efficiency of staff
- Resolved complaints
- Restructured and improved daily product flow to the department while staying within the guidelines and weekly directive of the company

Assistant Operations Manager

- Verified and posted business transactions, such as funds received and disbursed, account totals
- Computed and recorded charges, refunds, cost of lost and damaged goods
- Kept time and personnel records and oversaw the preparation of payroll
- Hired, trained and discharged workers

Marshall Fields **Chicago, Illinois**
Sales Manager September 2003 to September 2005

- Trained and managed up to 75 employees during peak season and achieved significant improvements in their productivity
- Ensured compliance of employees with established security, sales and record keeping procedures and practices
- Interviewed, hired and trained employees

EDUCATION: **University of Illinois at Chicago** **Chicago, Illinois**
August 1994 - May 1996