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| **Gwendolyn G. Osborne**  505 Dorset Drive    Middletown, Oh 45044    H: (513) 727-4531 C: (513) 435-3238   gailosborne000@yahoo.com    **Summary of qualifications**  As an experienced retailer, I would like to utilize my interpersonal and communication skills in selling, marketing, and merchandising products leading to the publicity of quality products; leading to the publicity of the quality products of the company. Seeking a position in retail where my proven ability in sales, management, inventory control, increased profitability performance, display organization, and customer interface will allow me to hit the ground running with your company       Skilled in establishing and retaining internal and external business relationships and providing accurately and timely follow up to ensure customer satisfaction.       Excellent interpersonal, written, and oral communication skills with overall professional business demeanor.       Proven ability to train and supervise employees and conduct meetings in order to update policy knowledge, increase sales, and enhance accuracy of referrals.       Expert in logging, documenting, and tracking data both manually and electronically and in operating office equipment such as scanners, copiers, fax machines, multiline phones, projectors, etc.       Completed Microsoft Office training and skilled in using MS Word, Excel, PowerPoint, and Access.       Demonstrated success working in fast pace environments with ability to adapt quickly to new environments.  **education**  *Central State university*—Wilberforce, OH  **Bachelor of Science in Psychology**  *Butler tech*—Hamilton, OH  **42 Hour Microsoft Office Training Certificate**  *The fourth “r”*—Middletown, OH  **Advanced Office Professional Certification**       Certification received for completing Microsoft courses: MS Windows XP, MS Word, MS Excel, MS PowerPoint, MS Access, and MS Outlook.  **professional experience**  *kitchen collection* —Monroe, OH                                                                                          2010-Present  **Supervisor/Keyholder**       Supervised staff of 5 associates and creatively offered process improvements.       Maintain knowledge of current sales and promotions, ensure associates are adhering to policy and procedure, and delegate duties accordingly.       Complete store inventory and strategically stock merchandise according to planogram specifications.       Balance cash draw before and after shifts, reconcile differences, and accurately make bank deposits with no overages/shortages.       Provide exceptional customer service by greeting and assisting customers to fulfill their individual needs, and process cash, check, credit/debit card, and merchandise return transactions quickly and accurately.  *Wal-mart* —Lebanon, OH                                                                                                         2005-2007  *Target* —Middletown, OH                                                                                                         2002-2005  **Sales Associate**       Recommended, selected, and assisted customers in purchasing merchandise and providing product information.       Stocked and took inventory of merchandise and projected future ordering needs.       Processed customer transactions and item exchanges while enhancing satisfaction and retention.  **OTHER POSITIONS HELD:** *kroger/***Stock Clerk**, *Ames/***Sales Associate**, *Market usa/***Telemarketer**, *day-mont west/***Senior Therapist**, *Maryville academy/***Resident Manager** |
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