



Applied Learning & Career Center

SUNY BROOME

Hornet Hub Resource Center: Skills Based Resume

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PROFESSIONAL STATEMENT

Experienced business management leader and professional with background in communication, teamwork, and facilitation. Currently seeking a business management role to leverage my existing analytic, sales, and marketing background to maximize company productivity and profit.

SKILLS SUMMARY

Business Management

- Led team of 15+ individuals within a retail setting focusing on sales and service
- Analyzed sales reports to adjust daily plans and react to reoccurring trends
- Organized paperwork and followed-up with necessary parties to ensure completion according to guidelines
- Facilitated conversations to receive feedback in order to improve processes
- Presented solutions to complicated business conflicts in order to expand store profit

Professionalism

- Represented company positively via email and phone correspondence
- Maintained confidentiality of private documents to ensure team privacy
- Experienced in professional leadership setting

Communication

- Leveraged communication and active listening skills to resolve conflicts between employees
- Communicated with all appropriate leadership about business plans
- Created sales charts to promote team understanding of sales metrics and daily goals
- Educated team daily at team meetings to keep staff up-to-date with recent promotions
- Resolved conflict through quick thinking and utilizing available resources

Teamwork

- Collaborated with partners in order to reach joint goals and excel within set timeframes
- Contributed innovative ideas to team meetings for group discussion and feedback
- Delegated tasks to team through observing individual strengths and appropriately challenging team members
- Cooperated with corporation goals and created plans to meet established guidelines
- Interacted with diverse community members, team members, and leadership to work towards similar goals

WORK EXPERIENCE

Team Leader, *Target*, Vestal, NY

April 2010-December 2015

Cashier, *Aldi*, Binghamton, NY

February 2009-April 2010

Barista, *Starbucks*, Ithaca, NY

June 2008-February 200

EDUCATION

SUNY Broome Community College, Binghamton, NY

May 2019

Associate of Science in Business Administration

Cumulative GPA: 3.7/4.0; Dean's List: Fall 2017-Fall 2018