

# Gary Beers

## Objective

To maximize my growth with Cavender's with the goal of becoming a store manager by creating an environment that increases store sales and profitability through training and development of a strong customer service team.

## Work experience

November 2013 - Present      Cavender's Boot City      Austin, TX

### **Assistant Manager**

Help to enforce a budget and control outside expenses.

Creates effective staff schedules to manage payroll spending while ensuring a high level of customer service.

Efficiently addresses all customer interactions with returns, exchanges, special orders, custom boots, and hats.

Knowledgeable in all store operations including receiving, transfers, leveling, inventory and End of Period reporting.

Utilizes current reports to analyze areas needing strengthening, communicates ideas and solutions.

Coaches subordinates in various ways to reach their short-term and long-term goals.

Represents my store and company at numerous community functions including Killeen Rodeo, R.O.T. rally of Austin, and San Antonio Rodeo.

October 2011 – November 2013      Cavender's Boot City      Austin, TX

### **Sales Associate**

Maintained personal sales and helped meet store goals.

Assisted in creating a loyal customer base.

Vast knowledge of apparel merchandising and operational duties.

Frequently trusted to take charge of various departments and projects.

Worked well with fellow associates to achieve and maintain high store standards and customer service.

January 2010 – December 2011      U-Haul      Austin, TX

### **Customer Service Representative**

Promptly assisted customers in various rentals.

Opened, Ran, and closed store without supervisor.

Daily walkthroughs of the storage property for any and all discrepancies with outstanding bills or vandalism.

Cleaned multiple U-hauls and storage units per shift.

Accurately handled monetary deposits nightly.

Made monthly orders of supplies needed to increase store sales.

Ordered uniforms as needed for staff members.

Occasionally took on managerial duties such as finalizing payroll and deterring vagrants that would live on the property.