

MONET HANDBERRY

(347) 263-6444

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Brooklyn, New York 11212

Accomplished Assistant Manager with 10 years of managerial experience in a retail setting. Areas of expertise include sales, recruiting and people management.

Excellent customer service skills.

Goal-oriented Opening and closing procedures.

Staff training and development Consistently meets sales goals.

Hourly shift management Customer-oriented. Inventory management

Excellent people skills

Reliable and punctual

EXPERIENCE

TRAFFIC CHECKER

New York City Transit Authority

Manhattan, NY

February 2014 - Present

- Record the arrival and departure time of the bus and train
- Accurately count the loads of people entering and exiting the bus and train
- Conduct customer service surveys when certain trains and buses are out of order.

DEPARTMENT MANAGER

Century 21

Manhattan, NY

June 2013 - December 2013

- Responsible for supervising cashiers performing transactions
- Train all employees on duties and requirements of there jobs
- Provide employees with their work schedules
- Responsible for maintaining payroll and counting inventory shortages and overages
- Follow up with the company goals for the day such as average dollar sale and units per transaction.

ASSISTANT MANAGER

Forever 21

Manhattan, NY

June 2010 - May 2013

- Maintain an awareness of all promotions and advertisements
- Evaluate customer concerns with Management
- Interviewed job candidates and made staffing decisions
- Counted cash drawers and made bank deposits
- Trained and developed new associates on POS system and key sales tactics
- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards, solid product knowledge and all other aspects of customer service.

EDUCATION

BACHELOR OF ARTS (B.A.) IN CRIMINAL JUSTICE

Delaware State University, **Dover, DE**

May 2011

REFERENCES

Andy Lui — Forever 21
District Manager *Supervisor*

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Superintendent Of Operations *Supervisor*

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Samuel Smalls — MTA
Level 2 Supervisor *Supervisor*

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