

JOE ADAMS

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QUALIFICATIONS SUMMARY

Highly trustworthy and communicative professional with 20 years' successful experience improving retail **store operations, sales, and customer service.**

- Strong **interpersonal, time management** and **organizational** abilities.
- **Self-starter** who works well independently or as part of a team.
- Proficient with **QuickBooks, Microsoft Word, Excel, PowerPoint, and Outlook.**

PROFESSIONAL EXPERIENCE

ABC COMPANY, Ellicott City, MD

2011–Present

STORE MANAGER

Originally hired as sales associate; within five months promoted to Store Manager. Charged with **purchase and inventory management of merchandise valued at more than \$2M.** Hired, supervised, scheduled, and evaluated staff of five sales associates.

- **Reorganized and streamlined store operations** by setting up a new filing system that enabled employees to quickly access job orders, merchandise, and client files.
- **Negotiated competitive prices from vendors and customers, increasing profit margins 5%.**
- **Fostered outstanding customer relationships** by successfully assessing client needs through consultative sales and interpersonal relationship building.
- **Increased company's competitive edge** by monitoring industry trends and new products and purchasing complementary merchandise.
 - ✓ Monitored trends by reading trade magazines, observing consumer behavior, and gathering information through competitive intelligence.
 - ✓ Chosen by senior management to participate in sales management course given by Sandler Training.
- **Trained and developed winning sales team.** Enhanced their product knowledge and sales strategies through mentoring, coaching, and hands-on training.
 - ✓ Planned and organized full- and part-time staff schedules to ensure optimum coverage during peak hours while **keeping payroll and overtime within set limits.**

DEF COMPANY, Pikesville, MD

2003–2011

SALES ASSOCIATE

Due to positive industry reputation, recruited by owner to fill open sales position. Responsible for inventory management, bookkeeping (including A/P), sales, and customer service.

- **Surpassed sales quotas year-over-year** by servicing up to 30 customers daily.
- Reengineered shipping and receiving procedures to closely track inventory. **Decreased employee theft incidents 15% in 3 years.**

GHI COMPANY, Towson, MD**1999–2003****STORE MANAGER**

Initially hired as part-time sales associate; promoted to store manager within 12 months of hire.

- **Balanced multiple responsibilities in the areas of sales and bookkeeping.**
 - ✓ Performed sales and register transactions. Processed credit cards, cash payments, and merchandise returns.
 - ✓ Kept G/L with 100% accuracy; resolved customer service issues, purchased merchandise and office supplies, and collaborated with two designers to produce advertisements and direct mail.
 - ✓ Instrumental in acquiring Small Business Association (SBA) loan for \$90K which was used to acquire new product lines.
- **Increased company's competitive advantage by spearheading a new designer product launch.**
 - ✓ Attended three trade shows in New York and presented ideas for new jewelry designs.
 - ✓ Arranged PR activities for community outreach, including fundraisers and merchandise giveaways.

EDUCATION & PROFESSIONAL DEVELOPMENT

B.S., Marketing and Communications—Towson University, Towson, MD, 1999

Completed in-house webinars on multiple topics including **sales management, Winning Negotiation Skills, Team Building for Managers, and Conflict Management**