**Ji Won Bennett**

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**OBJECTIVE**

Looking for full-time work as a retail manager.

**PERSONAL STATEMENT**

Experienced and energetic retail manager, returning to work after two years raising a family. Lead previous team to achieving an increase of 15% of sales. Created a positive working environment that saw a reduction in staff turnover of 30%. Looking to apply my three years of management knowledge and experience to a new challenge.

**TECHNICAL SKILLS**

* Invoicing using Datastore+ platform
* Knowledge of stock and accounting software
* Social media marketing platforms and software

**PERSONAL SKILLS**

**Management**

* Three years’ successful experience as an assistant manager at an electronics store
* Hired and trained staff
* Planned roster and supervised staff
* Motivated staff to increase sales by 15%
* Project managed social media marketing campaigns for store

**Initiative**

* Set up new software systems for ordering stock
* Developed new material for social media to market store
* Changed roster system to reduce costs of staffing

**Communication**

* Replied to and solved client enquiries
* Coached team on customer service and problem solving techniques
* Presented monthly statistics to board meetings

**Electronics and technology**

* Kept up to date with the latest technologies in the electronics retail industry

**WORK HISTORY**

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| --- | --- |
| **Electric Things**Auckland2013-2016 | **Store manager*** Lead, supervised, hired, trained and coached a team of six
* Involved in wider company decision making, including policy and purchasing decisions
* Planned and implemented advertising campaigns and branding strategies
* Created a social media presence, leading to 25% increase in visits to Electric Things website
* Managed stock ordering, basic accounting for store
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| **Funny Phones**Dunedin2011-2013 | **Sales representative*** Worked as part of a dedicated sales team providing a high level of customer support and after sale service
* Responsible for stock purchasing
* Organised weekly team meetings
* Managed projects and supervised a major contract to provide mobile phones to a nationwide media company
* Kept up to date with the latest in mobile phone technology
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| **Eat My Sandwich**Dunedin2008-2011 | **Delicatessen assistant*** Prepared food and drink for customers
* Responsible for marketing display and social media
* Customer service and cash handling
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**QUALIFICATIONS**

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| **University of Otago**Dunedin2008-2010 | **Bachelor of Commerce**Marketing |

**COMMUNITY AND VOLUNTEER EXPERIENCE**

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| **Student Defence**Dunedin2010 | **Volunteer** * Cleaned up Dunedin after storm
* Handed out care packages
* Updated Student Defence website
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**ACHIEVEMENTS**

* Dunedin Volunteer of the Year award, 2010

**INTERESTS**

* Half-marathons, blog writing, member of Forest and Bird Society

**REFEREES**

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| Earl CaveRegional ManagerElectric Things023 232 2322earl.cave@electricthings.co.nz | Deanna MunroOwnerFunny Phones023 333 3333deanna.munro@funnyphones.co.nz |