

# NANCY BEACHY

Street Address  
City, ST Zip Code

(555) 555-5555  
xxx@gmail.com

## GENERAL MANAGER

Highly accomplished and talented leader with 15+ years' experience managing retail operations with comprehensive knowledge in budgeting, merchandising, customer service, purchasing, and problem resolution. Proven record of top performance in a variety of challenging assignments. Expertise in meeting/exceeding sales quotas, managing accounts, and empowering teams. Proficient in Microsoft Office, Prism, and Comtext.

Sales Growth...Staff Supervision...Training & Development...Inventory Control...Process Improvement  
Turnaround Operations...Product Display...Strategic Planning...Customer Satisfaction  
Business Development...Negotiation...Employee Retention

## SELECT CAREER HIGHLIGHTS

- Successfully increased market share to 30% as Owner/Manager for Company Name. Earned outstanding reputation for serving all customers with high levels of respect, trust, and integrity.
- Closed deals, grew designated territory, and met/exceeded sales goals 4 out of 5 years as College Textbook Field Representative for Company Name; sold more than \$1M in textbooks during tenure.
- Worked in cooperation with team to improve profits to \$600K in one year as Textbook Manager for Company Name.
- Established department from ground up as Textbook Manager for Company Name, identifying customer needs, developing effective sales strategies, and conducting negotiations.

## PROFESSIONAL EXPERIENCE

Company Name, City, ST  
Owner/Manager

2004–Present

Own and operate local business generating more than \$1.2M in annual revenue and specializing in selling textbooks, college apparel, school supplies, trade books, and gifts. Plan, manage, and provide leadership for store operations, consistently meeting budgetary needs. Supervise 8 employees, monitoring and evaluating performance. Input data into computer system, purchase supplies, control inventory, and sell merchandise.

- Manage web sales, continuing to grow business by establishing online presence.

Company Name, City, ST  
Mayor

2006–2009

Elected by residents of city to oversee and improve operations. Established strong, long-lasting relationships with local organizations and oversaw 150+ personnel and staff. Implemented administrative policies, actively participated in board meetings, and served as Public Representative at professional events in region.

- Restructured Fire and Planning Department, streamlining city processes and saving citizens \$100K per year.
- Adjusted \$25M budget, saving tax payers more than \$1M in legal fees.
- Located and brought in industrial company to create 50 new jobs.

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Company Name, City, ST

1999-2004

**College Textbook Field Representative**

Provided sales support in territory and traveled to 15 campuses in Washington, Idaho, and Montana, opening new and maintaining current accounts. Analyzed course material needs for campuses, closely communicated with teachers/faculty members, and sold textbooks to professors and bookstores.

- Trained regional colleagues utilizing online classroom materials, increasing staff knowledge and performance levels.

Company Name, City, ST

1997-1999

**Textbook Manager**

Specifically hired to turn around underperforming bookstore; successfully increased sales, improved store operations, and put off-campus competitor out of business in one year. Supervised 30 employees, conducted performance appraisals, and created schedules. Entered data into computer system, ordered and controlled inventory, and sold merchandise. Implemented effective policies and trained/coached on-floor staff. Oversaw merchandising at all levels including store appearance, floor layout, and displays. Collaborated with departments to cross-promote products.

- Recognized for consistently exceeding customer expectations by ensuring quality services and products.

*Additional experience as Textbook Manager for Company Name*

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**EDUCATION**

Master of Arts in Management, College Name, City, ST

Bachelor of Arts in Radio/Television Management, College Name, City, ST

Journalism Diploma, College Name, City, ST

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**MILITARY EXPERIENCE**

Broadcast/Print Journalist, US Naval Reserves

*Received 4<sup>th</sup> place CHINFO Award for Editor of Civilian Enterprise Newspaper in US Navy and 2<sup>nd</sup> place CHINFO Award for News Director of Island Insight*

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**PROFESSIONAL AFFILIATIONS**

Treasurer and Board Member, West Plains Chamber of Commerce

Chair and Co-Founder, Cheney Merchants Association

Board Member, Pathways to Progress

Board Member, Spokane Transit Authority

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