
JAMES LOVE

OBJECTIVE

Experienced professional seeking to fill a sales, customer service or management position with over 8 years of experience in customer care, sales and over 1 year in management.

EXPERIENCE

BRAND AMBASSADOR, PROMOTIONAL MARKETING AGENCIES, ROCHESTER, NY —
4/2014 - PRESENT

Create awareness, Attention, and Generate Sales Opportunity.

Promoted Brands including: MetroPCS, Coke, Dove Chocolate, Wisk, Freschetta, AT&T, Novelis, Diet Coke, Clorox, Glad, Target, Grubhub, Field and Stream. Represented Companies/Agencies: A+ Student Staffing, Front Row Event and Production Management, Fusion Event Staffing, Alpha Top Talent, Ascent Talent, and Retailcomm. Participated in Events: AT&T It Can Wait Event Greece Athena High School Assembly, Wholesale Food Demos, Share A Coke Events, Taste of Buffalo, Oswego Harborfest, Watkins Glen NASCAR Promotion, Field and Stream Grand Opening.

CO MANAGER, GENESCO INC. (JOURNEYS), ROCHESTER, NY 9/2018 - 4/2019

Meet and exceed sales goals and standards of performance. Direct and motivate employees to attain personal sales goals weekly and held staff accountable for meeting sales goals. Stayed informed of current fashion trends. Assisted Store Manager in recruiting, training, and developing a successful sales team. Created and assisted Store Manager with weekly staffing schedules. Manage all aspects of store operations in Store Manager's absence. Maintained a safe, fun and professional work environment. Enforced all company policies and held employees accountable for noncompliance with all rules and regulations. Organized stock room according to Operations Policy Manual and Maintained store appearance.

STORE MANAGER, UNTOUCHABLE WIRELESS INC, ROCHESTER, NY — 2/2015 - 8/18

Monitored all aspects of the day-to-day store operations. Established sales goals, and devised sales forecasts and individual goals for associates. Defined strategy and business plan on a monthly basis. Coordinated inventory control, receiving, merchandising (plans) and store maintenance. Interviewed, hired, trained, mentored, coached and evaluated performance of hourly associates. Ensured excellence in customer service and resolved all problems at the store level. Directed loss prevention initiatives and successfully reduced shrinkage.

EDUCATION

ROCHESTER EDUCATIONAL OPPORTUNITY CENTER (REOC), ROCHESTER, NY — HSE
2019 - CURRENT

SKILLS

- Ability to work with people from all backgrounds
 - Excellent customer service skills
 - Understands the importance of diversity
- Experienced with using Microsoft office, IOS, and other computer programs relating to account management and strategic planning
 - Strong communication skills
 - Ability to work independently
- Ability to effectively use the sales process to understand customers needs
 - Very teachable and avid learner
 - Superb organizational skills

REFERENCES

Available upon request.