

James Carter

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Work History

- 2011-Present** *Independent Contractor*
Create eLearning modules to teach retail salespeople about consumer electronics.
- 2009-2011** *Sales Manager, Staples*
In charge of sales and computer repairs in a \$4 million plus location with 20 plus employees. I also shared the responsibility for the day to day operations such as controlling inventory, receiving shipments etc.. My team worked hard to become number 1 in the district in several key sales metrics. We had also won several awards for having been the best in the District in several sales contests. Became one of the top 3 stores in customer satisfaction after being one of the worst in the District.
- 2008-2009** *Store Manager, Daddy's Junky Music*
In charge of the Orange, CT store. Orange takes in more used equipment than any other store in the chain. Responsibilities include managing five salespeople and two stock support staff. The store went from one of the lowest stores in the chain in most categories to being in the top three in most categories in the span of two months. The store went from being one of the most disorganized stores in the chain to winning the image award for the best looking store in the chain. My team and I took the store from double digit sales losses to the highest gains in the company in less than 4 months. We received the Store of the Month awards for this achievement in June and July of 2009
- 1997-2008** *Sales Manager, Tweeter*
Second in command in the highest volume store in CT. Helped maintain the status as one of the most profitable stores in the chain. Quickly and easily integrated into a well seasoned top sales staff. Helped coach and manage two of the top salespeople in the company. Helped maintain a 45% sales gain in last month of true operation while most all other stores were double digits down.

Manager in Training/Accessory Specialist, Tweeter

Third in command at a 6 million dollar plus store. Instrumental in day to day sales operation. Regularly among top 3 in store for sales and sales with installation. Won prestigious Premier club award for 2005 for being in the top 10% of salespeople of over 1000. Responsible for managing and motivating people in selling cables, line conditioning and warranties. We went from one of the worst stores in the area to the best store in the area within a couple of short months. Chosen to participate in the Fast Forward training program designed to train the top candidates in the company to get them ready for managing stores.

Assistant Manager, Tweeter

Second in command of a 4 million dollar outlet store. Store reached or exceeded most sales budgets given. Numbers I helped put up in that store were never reached again in that store. Responsible for motivating and coaching sales staff as well as handling important customer service issues in the store when the manager was not present. Instrumental in managing the inventory in the store as training new sales staff, many of which went on to become successful store managers. Sold in the top 3 every month I was in the store while handling all managerial responsibilities.

Sales Consultant/Mentor/3rd Key, Tweeter

Helped in the day to day managing of tasks such as inventory and sales. Took on an important roll in completing quarterly inventories and training new employees in the store. Helped in the training of several people who later became successful managers and sales consultants with the company. Sold in the top 3 almost every month in the store.

1993-1997

Store Manager, Radio Shack

Responsible for all aspects of the day to day managing of sales, inventory and employees. Also reviewed the profit and loss statements every month for accuracy as well as overseeing and running quarterly inventories in the store. My stores were always some the most profitable stores in the district. Transferred easily from Texas to Massachusetts.

1992-1993

Manager Trainee and Salesmaker, Radio Shack

Helped in day to day managing of tasks such as inventory and sales. Took on an important roll completing inventories on a quarterly basis. Responsible for refunds and employee management when the manager was not in. Stayed in top 10 in sales in the district for most of my tenure as salesmaker and

manager trainee.

1992

Assistant Manager, Strawberries

Managed the store when the manager was not in. Took part in overseeing the inventory. Authorized to do refunds and register voids.

1989-1991

*Purchasing Agent/ Customer Service, Joseph Silverman Co.
(a division of TCM Holdings)*

Ordered all the tile for the wholesale side of the company. Took phone orders and answered the questions from business owners.

Inventory Control Manager, Tile City (a division if TCM Holdings)

Responsible for accuracy of inventory in all 20 Tile City stores and main distribution center. Followed up with managers on discrepancies on a daily basis. Responsible for redistribution of overstocked inventory.

Assistant Purchaser, Tile City (a division of TCM Holdings)

Responsible for the purchase of special orders and sundry items. Helped in taking and receiving inventories for all 20 Tile City stores. Due to success was promoted to Inventory Control Manager.

Salesman, Tile City (a division of TCM Holdings)

Due to success in sales was promoted to the highest volume store in the company.

Education

Cardinal Spellman parochial high school 1985-1989

Awards my teams and I have received

Staples

HP Fill the Fridge Award (biggest sales gain on high end inkjet printers in the district) (2)

#1 in Pen of the month sales for the district

Daddy's Junky Music
Image Store of the Month
Store of the Month (2)

Tweeter

High Five Award (2)
MVP of the store Award (3)
Premiere Club Award for 2005
3 Million dollar sales award
1 Million dollar sales award

Radio Shack

"More Than Satisfied" Customer satisfaction award (1)
"Ace" Award "V" store manager of the month (3)
"Power Performer Award" (3)
 -#1 in service plan sales % in the district (for December)
 -Double-digit sales gain for the month
 -Total commitment for personal sales
"Goalbusters Award" #1 in district in overall sales categories(1)
"Take Me Out To The Ball Game" contest based on overall sales categories (1)
"\$200,000 Mug" Award for sales exceeding \$200,000 for the year (2)