

# ANNA LOU SIMMONS

6874 ROSEWOOD TERRACE • EAST RUTHERFORD, NEW JERSEY 07973

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## SUMMARY

Accomplished retail professional seeking position that can use abilities and skills • Strong academic training • Extensive practical experience in all aspects of retail operations • Compelling negotiator with solid verbal and written communication skills • Strong intuitive, academic, and learned competencies in supervising, training, and guiding employees • Practiced computer literacy • Proven business management abilities • Accomplished record of proficiency, accuracy, creativity, human relations, and business maturity

## EXPERIENCE

### Operations Support Network Specialist

UNITED RETAIL, INC. • ROCHELLE PARK, NJ

*September 1994 to present*

Provide operations problem-solving support by phone to employees in 586 stores owned by this major retail chain. Trouble-shoot and assist callers in repairing all problems encountered with registers. Respond to a variety of major or minor inquiries, problems, or other issues related to payroll, human resources, rehired employees, health insurance, and other employee benefits. Additionally respond by phone or correspondence to complaints from customers. Write as many as 30 letters weekly, rerouting very serious issues requiring legal consideration to appropriate authorities. Frequently substitute for company executives on leave, such as the vice president of sales.

### Store Manager

14 16 PLUS • KEARNY, NJ

*January 1993 to September 1994*

Managed this *Sizes Unlimited* chain store that sold \$1.5 million annually in clothing for larger size women. Trained and supervised seven subordinates. Performed direct sales, helping customers to make selections. Typically generated successful sales by first observing a client's needs and preferences for color and style and then presenting attractive options. Conferred with clients about tailoring and suggesting complete outfitting from head to toe. Promoted positive customer relations, which succeeded in generating customer loyalty, repeat business, and referral business. Performed all tasks customary to a retail store manager including working with buyers on promotions, controlling inventory, designing visual displays, and meeting sales goals set by headquarters.

### Store Manager

LANE BRYANT • PARAMUS, NJ

*October 1988 to December 1992*

Joined this company as a sales associate while concurrently attending high school. Advanced on a merit basis to assistant manager, then co-manager, then operational manager, and finally store manager. Managed all aspects of this retail chain store that sold women's apparel with sales exceeding \$3.5 million annually. Recruited, hired, trained, and supervised 24 employees. Performed direct selling and customer service. Coordinated visual display merchandising. Collaborated closely with buyers. Generated forecasts and budgets. Analyzed and prepared periodic reviews of sales performance. Participated in managers' meetings at home office. Won awards and praise for reputation built on customer service. Was elected to the President's Club for exemplary performance. Accepted special assignment to supervise additional Lane Bryant stores in adjacent areas, which were temporarily without a supervisor.

## EDUCATION

### Studies in Early Education

BERGEN COMMUNITY COLLEGE • PARAMUS, NJ

*September 1990 to January 1991*

### Certificate: Travel and Conference Planning

### Certificate: Secretarial Skills

KATHARINE GIBBS SCHOOL • MONTCLAIR, NJ

*September 1989 to June 1990*

### Diploma, College Preparatory Curriculum

IMMACULATE CONCEPTION HIGH SCHOOL • LODI, NJ

*June 1989*

## COMPUTER AND OFFICE CLERICAL SKILLS

*Hardware*  
IBM-PC

*Software*  
AmiPro  
Lotus 1-2-3  
WordPerfect

*Secretarial*  
Typing-60 wpm  
Speedwriting

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*References available upon request*