

Terell Cross

Store Manager

Dallas, TX 75231

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Store Manager

Dollar General - Dallas, TX

March 2022 to Present

- Assist in recruiting and staffing activities.
- Assist with store merchandising by facilitating and/or participating in staging, stocking and storage of merchandise; ensuring that merchandise is presented according to established practices and store manager direction; and properly utilizing merchandise fixtures, signing and pricing of merchandise.
- Assist in all aspects of inventory management (including proper execution of damages, markdowns, register scanning, paperwork and facility controls); prepare and conduct inventories.
- Follow prescribed ordering practices to ensure the meeting or exceeding of in-stock targets.
- Provide superior customer service leadership.
- Act as a role model by following company procedures and policies as outlined in the employee handbook, SOP manual and company communications.
- Participate in store opening and closing activities.
- Ensure the safe deposit of all company funds in the designated bank.
- Assist in ensuring the financial integrity of the store through strict cashier accountability, key control and adherence to company security practices and cash control procedures.
- Assist in the maintenance of clean, well-stocked stores; provide a safe environment for customers and employees.
- Operate store in store manager's absence.
- Review operating statements to identify business trends (including sales, labor, profitability, and inventory turn), expense control opportunities, potential shrink, and errors.
- Complete all paperwork and documentation according to guidelines and deadlines.

Qualifications

KNOWLEDGE and SKILLS:

- Ability to read and interpret documents such as diagrams, safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to perform mathematical calculations such as addition, subtraction, multiplication, division, and percentages.
- Knowledge of cash handling procedures including cashier accountability and deposit controls.
- Ability to learn and perform IBM cash register functions, including those necessary to generate reports.
- Knowledge of inventory management and merchandising practices.

- Knowledge of cash, facility and safety control policies and practices (deposits, store keys, SAFE and STARS programs, etc.)
- Knowledge of recruiting, interviewing, hiring, counseling, and termination practices including legal compliance and internal processes.
- Effective oral and written communication skills.
- Effective interpersonal skills.
- Effective organization skills with attention to detail.
- Ability to solve problems and deal with a variety of situations where limited standardization exists.
- Hired and trained 50 employees
- Handled product placement, display, and visual merchandising standards
- Managed all aspects of running store
- Motivated entire team

Co-Manager/Assistant Store Manager

RaceTrac Petroleum, Inc. - Dallas, TX

November 2019 to March 2022

People

- Sets a leading example of RaceTrac's Core Values, Leadership Qualities and the RaceTrac Way to entire team.
- Supports the General Manager in managing the store operation.
- Directs, plans and apportions the work of store team members on designated shifts.
- Supervises, coaches, trains and develops store team members.
- Provides feedback on employee performance and development to the General Manager.

Profit

- Assists in control of inventory and the flow/distribution of materials, merchandise and supplies.
- Works with the General Manager to determine the type and quantity of merchandise to be bought, stocked and sold.

Guest

- Greets and interacts with new and regular guests in a genuine manner and suggest products that complement purchase to enhance guest experience.
- Provides prompt, efficient and courteous service and engages in conflict management when needed.
- Fosters positive and professional relationships with co-workers and guests, communicates respectfully, and maintains a consistent team-oriented attitude.
- Addresses any guest concerns on designated shifts.

Assistant Manager

McDonalds - Dallas, TX

June 2012 to October 2019

Responsibilities

Kitchen Department

People Department

Guest Services Dept.

Capstone

- Monitoring and Maintaining P&L and QCR (Food Cost)
- Inventory Management
- Ordering and Receiving Shipments/Store Products.
- Manage Kitchen Production

-Training Food Safety
People Department
-Support of Employee Hires
-Scheduling
-Development Training for Crew & Managers
PROVIDING QSC&V

Fulfillment Associate

Amazon.com - Coppell, TX
October 2018 to January 2019

STOWING PRODUCT from bin/box to container.

Associate Manager

Kroger - Frisco, TX
February 2016 to August 2016

Responsibilities

Responsible for assisting with the overall day-to-day operations of the store including continuous development of effective store associates to achieve desired sales and EBITDA results. Daily assess the stores' ability to meet/exceed customer expectations for ease of shopping, variety, freshness, cleanliness, food safety and regulatory compliance.. Role model and demonstrate the company's core values of respect, honesty, integrity, diversity, inclusion and safety of customers and staff.

Support Manager

Walmart - Frisco, TX
September 2014 to October 2015

Responsibilities

Giving Customers a quick and friendly checkout experience
Assuring Customers needs are met
Maintaining High Sales in All Departments of the store
Being attentive to all employees and Customers
Conduct Interviews
Conduct Semi Annual and Annual Performance Reviews
Perform Revenue and inventory Audits
Run various reports
Set up Work Schedules
Taking Lead and Initiative

Education

High school or equivalent

Skills

- Inventory
- Cash Handling
- Sales

- MS Office
- Training
- Organizational Skills
- Fast learner
- Customer Service
- Microsoft Office
- Powerpoint
- Store Management Experience (2 years)
- Interviewing (1 year)
- Guest Services
- Retail Management (8 years)
- Food Safety (5 years)
- Kitchen Management Experience
- Management
- Microsoft Excel
- Word
- Leadership (10+ years)
- Inventory Control
- Merchandising
- Supervising Experience (10+ years)
- Office Management
- Recruiting
- Payroll (3 years)
- Pricing
- Sales Management
- Planograms
- Basic math
- Retail Sales (8 years)
- Loss Prevention (1 year)
- Employee Orientation
- Financial analysis (1 year)
- Assistant Manager Experience
- Profit & Loss (4 years)
- Restaurant experience
- Server
- Warehouse Associate
- Accounts Receivable
- Conflict Management

Assessments

Customer Service Skills – Proficient

June 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Work style: Conscientiousness – Highly Proficient

January 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Highly Proficient](#)

General manager (hospitality) – Proficient

May 2022

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Proficient](#)

Analyzing data – Proficient

October 2022

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.