

Nicholas S. Balich Jr.
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OBJECTIVE

To secure an opportunity to use my experience and skills in the areas of Sales Management, Coaching, and Customer Service, to develop successful selling teams.

KEY QUALIFICATIONS

I have over 13 years of retail/business management experience, most of it at a leadership level, with an emphasis on teaching, training, coaching and staff development.

I have planned, created, and implemented a wide variety of programs in the major areas of Sales, Customer Retention & Service, Merchandising, Management, and Administration. I have developed strong retail-selling teams, with a focus on service excellence.

PROFESSIONAL STRENGTHS

- Effective oral & written communication skills
- One-On-One & Team Coaching skills
- Excellent presentation & facilitation abilities
- Solid understanding of principals of learning & motivation
- Highly organized and detail conscious
- Analytical & inquiring thinking
- Strong ability to establish one-on-one & team rapport
- Proven ability to work independently; a highly-motivated self-starter
- Dedication to integrity & honesty

SKILLS & ACCOMPLISHMENTS

- Trained Retail Selling Skills to over 100+ associates in 8 years
- Assisted Area Management in maximizing inventory control, loss prevention, and cost containment.
- Coached teams in exceeding customer expectations
- Prepared staff development plans, set goals and activities to achieve personal growth and achievement of business objectives.
- Extensive knowledge in the fields of Business, Technology & Education
- Interviewed, hired and developed sales teams for multiple locations
- Ability to think “outside the box” and develop new revenue sources
- Knowledge in Admin, Cash handling, Credit & Collections

ADDITIONAL ACCOMPLISHMENTS

- Managed quantity/quality standards for Customer Service; improved same 30%
- Obtained monthly average Sales Volume increases of 33% to 55%
- Improved average Hourly Sales Productivity by 24%
- Increased comparable store Gross Sales by a half a million dollars in 12 months
- Increased net profit by 17% over the same period
- Maintained a professional and positive business environment at all times
- Received recognition for achieving in excess of one million dollars 3 consecutive years
- Won companies highest sales awards, in 2 different levels, 3 Bravo Club, Destination Ovation.

EDUCATION & PROFESSIONAL DEVELOPMENT

- Bundle Selling Skills & Coaching-to-Behaviors Courses
- Small Business Development Training
- Retail Management/Employee Relationship Program
- University of Phoenix 2001
- University of Arizona 1993-1997
- Phoenix College 1991-1993
- Chaparral High School 1987-1991

MANAGEMENT WORK HISTORY

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|------------------------------------|-----------|
| • Qwest Communications/CenturyLink | 2004-2012 |
| • Famous Sam's | 1997-2004 |

INTERESTS

Reading, Sports, Family activities