

MICHAEL ANDERSON

Retail Competency Assessor

- San Francisco, CA
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Strategic Technical Competency Assessor with over 9 years of experience in the retail industry, focusing on evaluating and enhancing employee competencies to drive customer satisfaction and sales performance. I have a proven track record of developing and implementing assessment frameworks that align with business objectives, leading to improved employee engagement and retention.

WORK EXPERIENCE

Retail Competency Assessor | Retail Solutions Co.

Jan 2022 – Present

- Developed competency assessment tools for retail staff to enhance sales techniques.
- Analyzed assessment outcomes to identify training needs and opportunities.
- Facilitated training sessions that improved customer service ratings by 25%.
- Collaborated with management to align training programs with business goals.
- Monitored the impact of training on employee performance metrics.
- Provided feedback to employees to foster continuous improvement.

Sales Trainer | Customer First Retailers

Jul 2019 – Dec 2021

- Conducted training sessions based on competency assessments for sales staff.
- Developed training materials that increased employee engagement during sessions.
- Monitored training effectiveness through performance evaluations.
- Provided coaching and support to improve sales techniques.
- Collaborated with HR to align assessments with employee development goals.
- Presented results and recommendations to senior management, driving strategic initiatives.

SKILLS

retail competency assessment training development customer service data analysis stakeholder engagement

EDUCATION

Bachelor of Business Administration

2012

State University

ACHIEVEMENTS

- Increased customer satisfaction scores by 30% through targeted training programs.
- Recognized for excellence in developing employee training initiatives that drove sales growth.
- Implemented a mentorship program that enhanced new employee onboarding and retention.

LANGUAGES

English Spanish French