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Samoëns (74340)

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## Assistant Store Manager, Sénior

### EXPERIENCES PROFESSIONNELLES

juil. 2021 / aujourd'hui

#### outside account manager

Cycling Sports Group

*\*collaboration with the Inside Sales and After Sales Team, as well as all Cannondale employees so that customer relationships are optimized, and sales targets are achieved.*

*\*Successfully implement the Cannondale commercial policy to build strong retailer networks for new challenges facing the market today and the future.*

*\*Active sales to the dealer base in territory.*

*\*Provide customer service to dealer base in territory.*

*\*Provide marketing support for dealer base.*

*\*Drive Distribution goals of territory.*

*\*Drive distribution and sales growth in territory.*

*\*Conduct dealer inventory sell through reports on a regular basis.*

*\*Play an active role in accounts receivable collections.*

*\*Attend: Sale seminars-training-education.*

*\*Give Product team feedback from the market and opportunities.*

*\*Participate in dealer events and national trade shows.*

janv. 2017 /

#### Assistant Store Manager

Salomon brand store, West Vancouver, BC

*\* Maintain superior level of customer service*

*\* Ability to open and/or close store*

*\* Assist Store Manager with recruitment, training and hiring of associates*

*\* Participate in merchandise presentations*

*\* Monitor inventory and assist with buying process*

*\* Point of contact when Store Manager is not on-site*

*\* Adhere to all company policies and procedures*

*\* Coach, mentor and motivate team*

janv. 2015 / janv. 2017

#### Independent sale Agent, BC territory

Louis Garneau Sports and Altra Running

*\* Direct sales via superior planning and execution*

*\* Proactively create and implement sales promotions within the territory*

*\* Identify and open new retail accounts to benefit distribution*

*\* Provide exceptional customer service and follow-up*

*\* Perform account needs: training, merchandising, assortment planning, advertising support,*

*store ambassadors, while managing a positive relationship with all accounts in the territory*

*\* Provide retail and strategic feedback to the Sales Management*

*\* Attend all applicable trade shows, retail and sporting events*

*\* Achieve forecasted financial sales goals*

janv. 2014 / janv. 2015

#### Customer service and technical support

Shimano Canada, Peterborough, ON

*\* Answers direct to retailer calls including:*

*\* Identifying retailer's customer needs and recommending appropriate hard goods solutions as*

*well as apparel and footwear recommendations.*

*\* Services Retailer Warranty & Return Issues.*

*\* Maintains company expectations of outbound calls to authorized retailers; implement sales*

*process that includes identifying needs and recommending solutions.*

*\* Enhance sales by cross selling/up selling products when items are unavailable.*

<b>janv. 2013 / janv. 2014</b>	<b>Retail Manager</b> Freewheel Cycles, Jasper, AB <i>* Bike fitting (certified)</i> <i>* Inventory management</i> <i>* In-season orders</i> <i>* Hiring and training employees</i> <i>* Sales and Customer service</i>
<b>janv. 2011 / déc. 2012</b>	<b>Ski coach</b> Fairmont Hot Springs, BC <i>* Coach stars program 5-11yrs old</i> <i>* Private lesson adult</i> <i>* Private lesson kids</i> <i>* Group and school lesson kids</i> <i>* Obstacle and amusement park preparation</i>
<b>janv. 2006 / déc. 2010</b>	<b>Professional mountain bike athlete</b>
<b>janv. 2006 / déc. 2010</b>	Raced in UCI mountain bike Worlds Cup Circuit <i>* Member of the national cycling team 2008-2010</i> <i>* Raced in UCI mountain bike Worlds Cup Circuit</i> <i>* 3 top five finishes in national races</i> <i>* MTB Provincial champion in 2007</i>
<b>janv. 2003 / déc. 2006</b>	<b>Demo</b> Tour coordinator Igloo Vikski/ Group Lanctot, Swix-Fischer, QC <i>* Managed and took care of demo equipment</i> <i>* Worked with the sales representative</i> <i>* Conducted clinics and trained the in store employees</i> <i>* Reviewed reports on consumer feedback</i> <i>* Assembled events materials</i>
<b>janv. 2002 / janv. 2003</b>	<b>Bike Store Manager</b> Nordic ski instructor Far Hills Inn, QC <i>* Managed and took care of rental equipment</i> <i>* Prepare planning for weekly groups</i> <i>* Adults group weekly lesson</i> <i>* Ski lesson Jackrabbit program</i> <i>* Assembled events material</i>
<b>janv. 2001 / déc. 2007</b>	<b>Bike Store Manager</b> Primeau Vélo, Laval, QC <i>* Buyer for apparel and bike accessories</i> <i>* Inventory management</i> <i>* Purchase strategy and delivery planning</i> <i>* In-season orders</i> <i>Hiring and training employees</i> <i>* Sales and customers service</i>

## DIPLOMES ET FORMATIONS

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<b>août 2000 / mai 2006</b>	<b>commerce , marketing - BAC</b> college ahuntsic, uquam
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## COMPETENCES

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Jasper, AB, BC