

# NAME

TITLE  
000-000-0000 / EMAIL / CITY, STATE, ZIP

## Profile

Seeking to integrate the organization, analysis, collaboration, and people skills I have honed over the past five years of working in a store to impact a growing team.

## Experience

### Floor Manager - GHI Store / Location

MONTH YEAR - Present

- Helped minimize stock discrepancies by assisting with inventory control and monitoring product availability
- Analyzed data to monitor the sales performance of the products on my floor and provided ongoing coaching to the sales associates who worked under me
- Assigned tailored duties to each employee on my floor to maximize efficiencies while maintaining employee satisfaction
- Worked with the visual merchandising team to ensure appropriate, appealing, and effective product placement throughout the store
- Assisted in resolving customer questions, suggestions, and complaints to ensure a positive shopping atmosphere

### Sales Associate - JKL Store / Location

MONTH YEAR – MONTH YEAR

- Welcomed customers with a cheerful, supportive, and helpful attitude to influence their shopping experience positively
- Met my personal sales targets at a 95% success rate and exceeded my targets at 80%
- Processed sales transactions with the utmost accuracy and care, ensuring safe cash and product exchanges
- Completed ongoing research on the store's merchandise to be able to answer questions and understand the ins and outs of the store's inventory and brand
- Helped with inventory management by restocking shelves and showcasing products in a visually-appealing manner

### Project Experience

- Developed New Sales Training Program:** As a Floor Manager at GHI Store, I collaborated with the store-wide sales manager to develop a new sales training program for my associates, which led to a 25% increase in sales in three months.
- Launched New Customer Loyalty Program:** After the management team saw dips in customer loyalty, I helped establish a new customer loyalty program with an exciting rewards system and a modern, technology-based communication strategy.
- Store Layout Project:** I collaborated with the product management team to suggest input (based on customer feedback) for reorganizing the store layout to increase the visual appearance and increase overall sales.

## Education

### B.S. in Business Data Analytics - Arizona State University

MONTH YEAR

- GPA: 3.85
- AWARD
- AWARD

### DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Problem-solving
- Collaboration and teamwork
- Risk analysis
- Personable / people skills
- Business vision

## Licenses & Accreditations

### Licenses & Accreditations

- Business Analysis Certification
- Certified Teamwork Facilitator
- Certified Customer Service Professional (CCSP)