

NAME

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

Profile

Dedicated retail assistant manager seeking a position where I can leverage strong leadership, customer service, and operational skills to drive team performance, enhance customer satisfaction, and contribute to the overall success of a retail establishment.

Experience

Retail Assistant Manager - JCPenney Department Store / Location

MONTH 2018 - 2021

- Supervised and mentored a team of 15+ employees, ensuring excellent customer service standards and fostering a positive work environment.
- Assisted in developing and implementing sales strategies, resulting in a ten percent increase in overall store revenue.
- Conducted regular performance evaluations, provided constructive feedback, and identified training needs to enhance staff productivity and development.
- Managed inventory control processes, including monitoring stock levels, conducting audits, and coordinating replenishment to minimize stockouts and excess inventory.
- Oversaw store operations in the absence of the Store Manager, ensuring smooth daily operations and compliance with company policies and procedures.

Assistant Store Manager - Value City Retail Outlet / Location

MONTH 2016 – MONTH 2018

- Collaborated with the store manager in setting sales goals and implementing strategies to achieve them, resulting in a 15 percent increase in monthly sales.
- Trained and onboarded new team members, ensuring they understood company policies, product knowledge, and customer service best practices.
- Monitored store performance metrics, analyzed sales data, and identified areas for improvement, implementing changes to enhance sales performance and customer experience.
- Conducted regular visual merchandising assessments, ensuring displays were visually appealing and product placement was optimized for maximum sales impact.
- Managed employee schedules, handled customer escalations, and maintained a positive work environment, contributing to high employee morale and low staff turnover rates.

Project Experience

- **Inventory management system upgrade:** Led the development of a new inventory management system, streamlining processes to improve inventory accuracy and reduce costs.
- **Visual merchandising refresh:** Oversaw a store-wide visual merchandising refresh, coordinated with vendors, designed creative displays, and established strategies to enhance the store's aesthetic appeal and drive customer engagement.
- **Customer experience improvement:** Developed and executed a project focused on enhancing the overall customer experience, incorporating feedback mechanisms, focusing on new service standards, and training staff to provide exceptional service.

Education

Bachelor of Arts in Retail Management - University of Houston

MONTH 2016

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Problem-solving
- Time management
- Team coordination
- Sales and revenue generation
- Data analysis

Licenses & Accreditations

Licenses & Accreditations

- Retail Management Certification (RMC)
- Certified Professional in Retail Management (CPRM)
- First Aid/[CPR Certification](#)