

NAME

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

Profile

Customer-oriented assistant store manager with extensive experience in recruiting and merchandising.

Experience

Assistant Manager - Saks Fifth Avenue / Location

MONTH 2021 - Present

- Manages a team of seven salespeople, provides feedback regarding sales performance, and sets individual weekly sales goals.
- Acts as a point of contact for a portfolio of over 40 different suppliers. Uses sales forecasting tools to replenish inventory.
- Spearheads a loss prevention program that reduces losses by 36% over the past six months.
- Participates in managing the store's budget, identifies new merchandise based on seasonal trends, and sets sales goals for the store.
- Creates merchandise displays that increase sales by 12% for featured products on average.

Assistant Manager - Marshall's / Location

MONTH 2018 – MONTH 2021

- Oversaw the return and exchange desk. Provided instructions to employees while guaranteeing a positive customer experience.
- Handled questions, complaints, and requests from customers as a stand-in for the store manager.
- Interviewed and hired an average of five new employees each month. Contributed to designing a new recruiting process that increased employee retention by 55%.
- Used analytics tools to compile reports and communicated with management at the corporate level to report on sales performance.
- Personally trained and onboarded new hires. Designed new training materials for the store and incorporated feedback from new employees to continuously improve the onboarding process.

Project Experience

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Education

B.S. in Business Administration- Montclair State University

MONTH 2012 - 2016

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Customer service
- Sales forecasting
- Inventory management
- Scheduling
- Training

Licenses & Accreditations

Licenses & Accreditations

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