

NAME

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

Profile

To use my extensive experience in a retail operations manager position to assist with process improvement and team leadership while achieving business objectives in a fast-paced environment.

Experience

Retail Operations Manager - Brunswick Retail Group / Location

MONTH 2015 - 2020

- Developed and implemented operational strategies and procedures to improve overall store efficiency, productivity, and profitability.
- Facilitated inventory management, including monitoring stock levels, coordinating with suppliers, and implementing effective replenishment strategies to minimize stockouts and excess inventory.
- Led and trained store staff on operational processes, ensuring compliance with company policies, safety regulations, and customer service standards.
- Analyzed sales and operational data to identify trends, opportunities, and areas for improvement and implement action plans accordingly.
- Collaborated with cross-functional teams, including merchandising and marketing, to ensure seamless execution of store initiatives and promotions.

Assistant Store Manager - Jupiter Retail, Inc. / Location

MONTH 2011 – MONTH 2015

- Assisted in managing day-to-day store operations, including opening and closing procedures, cash handling, and staff scheduling.
- Implemented and maintained visual merchandising standards to enhance the overall store presentation and drive sales.
- Conducted regular audits to ensure compliance with company policies, procedures, and operational guidelines.
- Coordinated with the buying team to ensure timely and accurate product replenishment based on sales trends and customer demands.
- Provided leadership and support to store associates, fostering a positive work environment and delivering exceptional customer service experiences.

Project Experience

- **Operational efficiency enhancement:** Implemented process improvement initiatives to streamline operational workflows, optimize inventory management, and enhance overall efficiency within the retail environment.
- **Customer experience improvement:** Developed and executed a project focused on improving the customer experience by implementing customer-centric strategies, such as personalized services, loyalty programs, and efficient checkout processes.
- **Community outreach program:** Led a volunteer initiative to collaborate with local organizations, fostering community engagement and social responsibility through events and partnerships, strengthening the brand's reputation and customer retention.

Education

Bachelor of Science in Business Administration - SCHOOL

MONTH 2011

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Operational management
- Inventory control
- Problem-solving
- Team leadership
- Data analysis

Licenses & Accreditations

Licenses & Accreditations

- Certified Retail Operations Professional (CROP)
- Accredited Operations Manager (AOM)
- [Six Sigma](#) Green Belt Certification