

NAME

TITLE

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

Profile

Looking to attain a challenging, stimulating, and rewarding store manager position at a retail store, especially one in which I can incorporate my leadership, organization, sales, and customer service skills and experiences. I am passionate about team development, profits, and customer satisfaction, and I will bring that passion to work every day.

Experience

Assistant Manager - ABC Retail Store / Location

MONTH YEAR - Present

- Worked with the store manager on daily operations, including inventory, cash management, opening/closing products, and more
- Assisted with store plans and employee procedures to increase efficiency throughout the day
- Recruited new employees and assisted with onboarding, schedule creation, and general staff management.
- Listened to feedback from staff and helped foster a transparent, respectful work culture.
- Analyzed data to implement product placement chances and improve sales.

Key Holder - DEF Retail Store / Location

MONTH YEAR – MONTH YEAR

- Took the lead on opening and closing the store in terms of managing the keys, enforcing security produces, and operating the alarm system
- Assisted with cash register reconciliation and general cash handling practices
- Lent support with customer questions, issues, and concerns to ensure a positive shopping experience
- Supported inventory management in terms of overseeing shipments and checking for accurate stock numbers
- Supervised the sales team and ensured employee's compliance with the store's policies

Project Experience

- **Inventory Management:** I helped the store managers analyze sales data to identify trends and dips and accurately assess how much of each product we needed in stock. We ultimately optimized inventory, increased efficiency in ordering, reduced shrinkage, and maximized profits overall.
- **Customer Experience Project:** I took it upon myself to create and provide customer experience surveys for when customers left the store. These surveys helped my team understand areas of improvement, edit our service policies, and grow customer satisfaction and loyalty over time.

Education

B.A. in Retail Management - Arizona State University

MONTH YEAR

- GPA: 3.7
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Sales
- Team leadership
- Cash handling
- Customer survey creation
- Adaptability

Licenses & Accreditations

Licenses & Accreditations

- Retail Management Certification
- Customer Experience Certification
- Professional Sales Certification