

Jacob Pittman

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SUMMARY

Driven retail leader with two years of progressive management experience. Skilled in nurturing customer connections and developing teams that excel in delivering outstanding service. Recognized for leveraging technology to enhance shopping experiences while fostering an inclusive culture for associates. Consistently collaborates closely with colleagues, ensuring operational excellence aligns with strategic goals. Passionate about ongoing personal and professional development. Eager to make a meaningful impact at KnitWell Fashion by enhancing store operations, boosting customer satisfaction, and creating an environment where both customers and employees thrive.

EXPERIENCE

Assistant Store Manager June 2025 - Present
Fashion Forward Retail Chicago, IL

- Overseeing daily operations in a fast-paced retail environment targeting enhanced customer interaction and team performance. Leading initiatives that improved both sales and staff engagement across multiple shifts.
- Executed strategies leading to a noteworthy increase in customer satisfaction scores through personalized interactions.
 - Trained and developed a diverse team of 10, resulting in heightened product knowledge and superior customer service delivery.
 - Streamlined checkout processes with point-of-sale systems, facilitating quicker transactions and reducing queue times significantly.
 - Collaborated closely with the Store Manager on talent recruitment and onboarding, fortifying the organization's talent pipeline.
 - Enhanced store visuals through innovative merchandising which directly correlated with increased customer foot traffic.
 - Analyzed sales data meticulously to pinpoint trends, adjusting inventory levels adeptly for optimal stock management.

Sales Associate August 2024 - May 2025
Style Hub Boutique Evanston, IL

- Contributed to effective selling strategies while maintaining a keen focus on customer service excellence. Built rapport with shoppers, ensuring repeat visits and positive brand encounters.
- Provided customers with tailored service that not only improved individual experiences but also generated enthusiasm for reviews and recommendations.
 - Contributed to training initiatives, bringing new staff up to speed on established protocols while reinforcing brand values.
 - Managed departmental inventory efficiently, ensuring availability of popular merchandise alongside well-maintained visual displays.
 - Engaged personally with customers to ascertain their preferences, expertly guiding them to items that suited their needs.
 - Facilitated events promoting seasonal sales, which attracted significant foot traffic, thereby supporting overall sales goals.
 - Maintained an organized and visually appealing store layout, promoting a strategic shopping flow through the boutique.

LEADERSHIP & AWARDS

- Dean's List, University of Chicago, 2024-2026

EDUCATION

Bachelor of Arts in Business Administration 2026
University of Chicago GPA: 3.8 Chicago, IL
Coursework: Management Principles, Retail Strategies, Customer Behavior, Financial Accounting

CERTIFICATIONS

- Customer Service Excellence Certification 2025
- Retail Management Certification 2025

TECHNICAL SKILLS

- POS Systems:** Square, Clover, Shopify
- Retail Analytics Tools:** Tableau, Google Analytics, Power BI
- Customer Engagement Platforms:** Salesforce, HubSpot, Zendesk
- Inventory Management Software:** Fishbowl, TradeGecko, Cin7
- Team Collaboration Tools:** Trello, Slack, Microsoft Teams
- Financial Reporting Tools:** QuickBooks, Xero, FreshBooks
- Training Modules:** TalentLMS, Cornerstone, Absorb LMS

- **Social Media Platforms:** Facebook, Instagram, Twitter
- **Merchandising Software:** SketchUp, Planogram, Adobe Illustrator
- **Customer Feedback Systems:** SurveyMonkey, Qualtrics, Typeform

SKILLS

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|------------------------------------|-------------------------|--------------------------|--------------------------|
| • Customer Relationship Management | • Sales Strategies | • Communication Skills | • Analytical Thinking |
| • Retail Operations | • Point-of-Sale Systems | • Conflict Resolution | • Leadership Development |
| • Team Development | • Inventory Management | • Operational Strategies | • Problem Solving |
| • Visual Merchandising | • Staff Training | • Market Analysis | |

PROFESSIONAL AFFILIATIONS

- Member, Retail Management Association, 2025-Present
- Volunteer, Local Food Bank, 2024-2025

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST