

Brayden Horn

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SUMMARY

Driven retail professional with over one year in management and customer service. Proven ability to enhance team performance through effective training and development initiatives. Focused on optimizing store operations, boosting sales, and fostering a welcoming environment. Passionate about delivering outstanding customer experiences and creating strong relationships. Aims to contribute expertise in an expanding organization dedicated to excellence and teamwork. Strong organizational instincts paired with attention to detail ensure smooth store operations. Excited about supporting a vibrant retail atmosphere that values customers and staff alike.

EDUCATION

Associate of Arts in Business Management
City College GPA: 3.5
Coursework: Retail Management, Consumer Behavior, Marketing Strategy, Business Ethics

2026
Chicago, IL

TECHNICAL SKILLS

- **Point of Sale Systems:** Square, Clover, Shopify
- **Inventory Management Software:** Fishbowl, Lightspeed, Vend
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho
- **Social Media Platforms:** Facebook, Instagram, TikTok
- **E-Commerce Technologies:** Amazon, eBay, Etsy
- **Marketing Tools:** Google Ads, Mailchimp, Hootsuite
- **Scheduling Software:** HotSchedules, Deputy, When I Work
- **Data Analysis Tools:** Excel, Google Analytics, Tableau
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Operational Standards:** OSHA Guidelines, Safety Protocols, Store Policies

SKILLS

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|---------------------|------------------------|-----------------------|------------------------|
| • Retail Management | • Time Management | • Conflict Resolution | • Process Improvement |
| • Customer Service | • Interpersonal Skills | • Problem Solving | • Visual Merchandising |
| • Staff Training | • Merchandising | • Task Prioritization | • Store Operations |
| • Inventory Control | • Sales Techniques | • Team Building | |

EXPERIENCE

Sales Associate
Retail Innovations

June 2025 - Present
Chicago, IL

Led daily store activities focused on sales, inventory control, and staff development. Collaborated with management to build high-performing teams while enhancing product presentation. Contributed towards strategic planning for marketing initiatives aimed at increasing customer engagement.

- Trained new hires across various roles, creating a supportive environment that enhanced customer service efficiency.
- Played a key role in merchandising efforts, directly contributing to increased product visibility and sales during peak shopping periods.
- Engaged with customers regularly, fostering loyalty through exceptional service and deep product knowledge.
- Assisted management in overseeing inventory, ensuring stock replenishment aligned with sales forecasts and reducing loss through organized practices.
- Scheduled shifts strategically during busy hours, optimizing store coverage and minimizing downtime.
- Received positive feedback regularly from customers regarding service quality and product knowledge.

Retail Assistant
Fashion Hub

January 2025 - May 2025
Aurora, IL

Supported daily operations as part of the retail team, focusing on customer service and efficient inventory management. Actively contributed to special in-store promotions while enhancing teamwork.

- Promoted a friendly and engaging atmosphere by assisting customers promptly and effectively.
- Enhanced team cohesion by mentoring less experienced staff members and encouraging skill development.
- Organized stock levels and maintained visual merchandising standards to support a pleasing shopping experience.
- Collaborated with team members on promotional events, which drew more foot traffic into the store.
- Implemented changes based on customer feedback, adapting product placements and improving overall satisfaction.

- Computed daily sales metrics, providing constructive insights that drove operational improvements.

LEADERSHIP & AWARDS

- Customer Service Excellence Recognition, 2025
- Employee of the Month, February 2026

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2025
- Retail Management Certification 📅 2026

PROFESSIONAL AFFILIATIONS

- Member of the National Retail Federation
- Volunteer at Local Food Pantry

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST