

STRENGTHS

- Guest Service Expertise**
Developed unmatched guest relations through strengthened personal interactions.
- Operational Efficiency**
Streamlined workflows enhancing effectiveness across retail operations.
- Staff Development Skills**
Implemented impactful training routines fostering staff growth and accountability.
- Sales Strategy Acumen**
Crafted tailored sales strategies that optimized revenue generation tactics.
- Inventory Management**
Revamped stock management procedures drastically reducing discrepancies.

SKILLS

- Retail Management

Customer Service

Staff Development
- Inventory Control

Sales Strategy
- Visual Merchandising

Team Collaboration

Strategic Planning

Conflict Resolution
- Financial Accountability

Operational Oversight

Performance Analytics

Policy Compliance

Guest Engagement

Process Improvement

Community Involvement

SUMMARY

Aspiring to become part of a forward-thinking retail organization. Strong background over the past five years in guest service enhancement and operational leadership. Proven skills in developing staff while ensuring compliance with policies, all aimed at maximizing profitability. Focused on creating a motivating and positive environment fosters team collaboration and strong results. Experienced in executing merchandising strategies and maintaining inventory controls crucial for business success. Seeking to bring creativity and customer-centric approach to contribute significantly to future growth at Fictional Retail Co.

EXPERIENCE

Senior Assistant Store Manager

Retail Solutions Inc. March 2025 - Present Fort Wayne, IN

- Oversaw store operations focusing on delivering high-quality guest services while supporting strategic goals. Managed daily activities, enhancing team productivity while driving sales and ensuring operational efficiency.
- Championed guest service initiatives boosting customer loyalty.
 - Partnered with the Store Manager to enhance training programs that increased staff engagement.
 - Implemented effective inventory control methods leading to significant waste reduction.
 - Executed merchandising tactics aligning displays with promotional objectives, increasing store visibility.
 - Facilitated frequent training sessions for new hires and ongoing employee development.
 - Ensured compliance with health and safety standards resulting in a well-maintained store environment.

Assistant Store Manager

Retail Innovations LLC June 2023 - February 2025 South Bend, IN

- Supported the overall operation under the Store Manager’s direction while striving for enhanced sales performance. Engaged with teams at all levels to promote a productive and collaborative atmosphere.
- Contributed to daily operations achieving substantial sales boosts during seasonal peaks.
 - Designed and rolled out intensive staff training fostering improved customer interaction skills.
 - Refined inventory processes achieving remarkable accuracy, enhancing resource allocation.
 - Created team-building exercises that improved collaboration among staff.
 - Drove visual merchandising campaigns yielding a more inviting shopping experience.
 - Utilized data analytics for strategic suggestions that operated effectively, responding to market needs.

Sales Associate

Merchandise Outlet Inc. August 2021 - May 2023 Indianapolis, IN

- Engaged directly with customers ensuring exceptional service while managing sales transactions and inventory counts. Became an integral part of cross-functional communication within the store.
- Achieved notable improvements in repeat customer interaction through effective selling techniques.
 - Participated actively in stock inventory meetings, contributing to accurate level tracking.
 - Assisted nuanced visual merchandising, devising layouts that increased product exposure.
 - Collaborated on promotional strategies enhancing customer reach and satisfaction.
 - Took initiative in onboarding newest associates, sharing best practices for success.
 - Provided insights during meetings concentrating on optimizing service delivery.

LEADERSHIP & AWARDS

- Employee of the Month - Retail Solutions Inc., November 2025
- Excellence in Customer Service Award - Merchandise Outlet Inc., March 2022

LANGUAGES



MY CAREER



- Senior Assistant Store Manager at Retail Solutions Inc. (1.4 Years)
- Assistant Store Manager at Retail Innovations LLC (1.7 Years)
- Sales Associate at Merchandise Outlet Inc. (1.8 Years)

EDUCATION

Bachelor's Degree in Business Administration
Purdue University Fort Wayne 🎓 GPA: 3.8 📅 2026 📍 Fort Wayne, IN
***Coursework:** Retail Management, Marketing Strategies, Consumer Behavior, Operational Excellence*

CERTIFICATIONS

- Certified Retail Management Professional 📅 2025
- First Aid and CPR Certified 📅 2025

TECHNICAL SKILLS

- **Communication Tools:** Microsoft Teams, Slack, Zoom
- **Point of Sale Systems:** Square, Clover, Shopify
- **Inventory Management Systems:** Fishbowl, Vend, Unleashed
- **Scheduling Software:** When I Work, Deputy, Trackforce
- **Data Analysis Tools:** Tableau, Microsoft Excel, Google Analytics
- **E-commerce Platforms:** Shopify, eBay, Amazon
- **CRM Systems:** HubSpot, Salesforce, Zoho CRM
- **Employee Training Resources:** Mindflash, TalentLMS, Kajabi
- **Health and Safety Regulations:** OSHA Standards, ANSI Standards, NFPA Codes
- **Sales Performance Tools:** Salesforce, InsightSquared, Clari

PROFESSIONAL AFFILIATIONS

- Member of National Retail Federation
- Volunteer at Local Food Bank

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST