

Jaden Chandler

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📍 Fort Wayne, IN 46802

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 March 2025 - Present
Retail Solutions Inc. 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 June 2023 - February 2025
Retail Innovations LLC 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 August 2021 - May 2023
Merchandise Outlet Inc. 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

EDUCATION

Bachelor's Degree in Business Administration 2026
Purdue University Fort Wayne GPA: 3.8 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

SKILLS

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|---------------------|------------------------|----------------------------|-------------------------|
| • Retail Management | • Sales Strategy | • Conflict Resolution | • Policy Compliance |
| • Customer Service | • Visual Merchandising | • Financial Accountability | • Guest Engagement |
| • Staff Development | • Team Collaboration | • Operational Oversight | • Process Improvement |
| • Inventory Control | • Strategic Planning | • Performance Analytics | • Community Involvement |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST