

MY CAREER



- Retail Team Leader at Capital Thread Outfitters (2.2 Years)
- Sales Floor Supervisor at Potomac Style Market (2.8 Years)

Coordinated a seasonal readiness effort focused on replenishment, size availability, signage, markdown accuracy, stockroom flow, and customer ready presentation. Shared priorities with colleagues during shift briefings and helped maintain consistent execution through changing demand.

New Associate Onboarding Routine 📅 2024

Built a practical onboarding routine covering registers, self checkouts, handheld POS devices, service expectations, safety checks, stockroom organization, and escalation paths. Used demonstrations and real time feedback to help new colleagues contribute confidently.

LEADERSHIP & AWARDS

- Recognized by store leadership for dependable floor coverage and calm customer service during high traffic shifts.
- Selected by peers as a trusted resource for register support, replenishment priorities, and practical coaching.

EDUCATION

High School Diploma

Alexandria City High School 🎓 GPA: 4.0 📅 2021 📍 Alexandria, VA

Coursework: Business communication, consumer behavior, applied mathematics, workplace technology

CERTIFICATIONS

- Retail Customer Service Certificate 📅 2025
- Retail Team Leadership Certificate 📅 2024

TECHNICAL SKILLS

- **Point of Sale Systems:** Cash registers, self checkouts, handheld POS devices
- **Mobile Retail Devices:** Tablets, handheld scanners, mobile POS
- **Merchandising Systems:** Size availability, product recovery, floor presentation
- **Pricing Operations:** Pricing, signage, markdowns
- **Inventory Operations:** Replenishment, stock fill, stockroom organization
- **Store Management:** Opening routines, closing routines, duty management
- **Customer Service Tools:** Customer feedback, service escalation, issue resolution
- **Workforce Coordination:** Task allocation, shift scheduling, productivity planning
- **Safety Operations:** Safety checks, emergency communication, safety direction
- **Retail Training:** Onboarding, coaching, recognition
- **Communication Methods:** Spoken English, written English, shift briefings

PROFESSIONAL AFFILIATIONS

- Retail leadership peer network, shared service ideas and coaching practices with supervisors across apparel departments.
- Local fashion retail community, exchanged merchandising and customer experience practices with area colleagues.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST