

Ivan O'Brien

Team Leader, Fashion Retail Operations

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STRENGTHS

- 👤 **Practical Coaching**
During busy shifts, gave quick feedback beside the work. Associates gained confidence and returned for advice on tough customer moments.
- ♥ **Customer Resolution**
When concerns surfaced at checkout or on the floor, listened first and found clear next steps. Managers trusted the judgment.
- ☰ **Floor Prioritization**
Redirected replenishment and coverage around demand rather than habit. That small shift kept service visible and sizes available.
- ✔ **Store Readiness**
Before key trading periods, checked signage, markdowns, presentation, and safety. Colleagues knew what good opening preparation looked like.
- 🗣 **Team Communication**
Shift briefings stayed concise and useful. Supervisors and hourly colleagues could act quickly when service, safety, or store needs changed.

SKILLS

Team leadership Coaching
Customer service Merchandising
Replenishment Size availability
Pricing Signage Markdowns
Stockroom organization
Opening and closing
Duty management Cash registers
Self checkouts Problem solving

LANGUAGES

English Native

SUMMARY

Fashion retail **team leader** with five years of progressive experience guiding Sales Associates, supporting **daily store management**, and keeping busy apparel floors customer ready. Leads through clear priorities, practical coaching, recognition, and timely follow through. Hands on work includes replenishment, size availability, merchandising, pricing, signage, markdowns, stockroom organization, opening and closing routines, safety checks, registers, self checkouts, tablets, and **handheld POS devices**. Balances customer demand with productivity and **operational priorities**, redirecting coverage when conditions change. Resolves service concerns with calm judgment and escalates higher risk matters appropriately. Builds trust across hourly colleagues, supervisors, and managers through concise spoken and written English communication. Ready to help a customer focused retail team deliver welcoming service, dependable execution, and steady colleague development.

EXPERIENCE

Retail Team Leader

Capital Thread Outfitters 📅 July 2024 - Present 📍 Arlington, VA

Leads daily floor execution across customer zones, replenishment, fitting areas, checkout, and stockroom activity. Coaches Sales Associates, supports duty management, and connects service quality with reliable store operations.

- Led floor coverage across checkout, fitting areas, replenishment, and stockroom activity during busy trading periods.
- Coached **Sales Associates** on service, **merchandising**, product recovery, and operating expectations through timely feedback.
- Reviewed size gaps and redirected **replenishment** toward high demand areas, protecting availability for customers.
- Verified pricing, signage, markdowns, visual presentation, and **safety checks** before key trading periods.
- Resolved customer concerns and escalated higher risk situations to management using clear judgment.
- Supported opening, closing, registers, **self checkouts**, tablets, **handheld POS devices**, and emergency communication.

Sales Floor Supervisor

Potomac Style Market 📅 September 2021 - June 2024 📍 Bethesda, MD

Supervised apparel departments, translated manager priorities into clear assignments, and helped new colleagues build confidence with store systems. Coordinated delivery workload, service coverage, **safety direction**, and customer issue resolution across changing shifts.

- Supervised **Sales Associates** across apparel departments and translated manager priorities into clear shift assignments.
- Organized workload around delivery volume and traffic while preserving dependable **customer service** coverage.
- Trained new colleagues on registers, self checkouts, **handheld POS devices**, stockroom practices, **pricing**, and safety.
- Corrected merchandising, **signage**, product, and markdown issues before customers encountered inconsistent presentation.
- Resolved routine customer problems and shared recurring themes with managers for focused coaching.
- Led shift briefings and urgent communication in English with concise safety, service, and task direction.

PROJECTS

Seasonal Floor Readiness Program 📅 2026

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