



Ivan Obrien

Team Leader, Fashion Retail Operations

☎ (703) 555-6382 ✉ ivan.obrien@example.com

🌐 linkedin.com/example/ivanobrien 📍 Alexandria, VA 22314

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

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

Self checkouts Problem solving

English Native

Spanish Intermediate

A donut chart with a light blue background and a white center. The center contains the text "4.9" in a large, bold, black font, with "YEARS" in a smaller, black font below it. The donut chart is mostly light blue, with a small white segment at the top, representing approximately 10% of the circle.

● Sales Floor Supervisor at Potomac Style Market (2.8 Years)

AVAILABLE ON REQUEST