

Dedicated store manager with 5+ years of experience in the continual improvement of overall store operations and driving successful company objectives in customer satisfaction, strategic planning, and profit and loss control. Excellent organizational abilities paired with a positive attitude and the desire to go above and beyond in a fast-paced environment.

WORK EXPERIENCE

Sales Manager Sep 2018 - Present
Cora Retail, Boise

- Analyzed and tracked customer trends and sales to maximize revenue and minimize expenses.
- Created 25% more sales through the implementation of a new aisles system.
- Built new mystery shoppers network with feedback leading to 20% more customer satisfaction.
- Introduced mobile shopping and mobile payments for 30% increased sales.
- Made daily schedules and assigned tasks to over 25 employees while enforcing company policy.

Assistant Manager Sep 2015 - Aug 2018
Ramma, Boise

- Managed recruitment and onboarding of staff for a decrease of 10% in new employee hiring wait time.
 - Handled most customer complaints using new BDPs to increase customer satisfaction by 5% monthly.
 - Monitored all sales transactions to ensure all sales procedures were followed correctly.
 - Renewed P&L with district and store management to reduce costs in several departments.
 - Used KPI knowledge to make strategic decisions to exceed sales targets by 10% quarterly.
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EDUCATION AND QUALIFICATIONS

Bachelor of Science in Business Administration Aug 2011 - May 2015
Boise University, Boise

SKILLS

Operations Management	Expert
Communication and Negotiation	Experienced
POS Systems	Expert
Strategic Decision Making	Experienced
MS Office	Expert

REFERENCES

Robert Moore Available Upon Request	Cora Retail
Abigail Hudson Available Upon Request	Cora Retail
Jorge Lungisu Available Upon Request	Ramma