

STORE MANAGER

Summary

Energetic and versatile professional seeking to utilize and expand existing retail management skills with a growth oriented company. Professional Sales Manager with experience coordinating a wide range of business activities in fast-paced sales environment Self motivated and experienced in prioritizing projects and achieving results Strong understanding of sales, merchandising and customer service strategies Strong communicator with excellent work ethics and ability to continuously acquire new skills

Highlights

- Established track record of exceptional sales results
- Goal-oriented
- Staff development/training
- Recruiting and interviewing
- Energetic
- Excellent communication skills
- Exceptional multi-tasker
- Team-oriented

Accomplishments

Awarded "Top Sales Manager of the Year" in 2010.

Exceeded Sales Management goals by 10+% on a quarterly basis, which led to promotion to District Sales Manager within 7 months.

Created strategies to grow customer base, which resulted in increased monthly sales.

Managed a successful sales team of 20+ members who consistently exceeded sales goals each month.

Experience

Store Manager

January 2011 to January 2014 Company Name 1/4 City , State

- Responsible for all store operations including HR, recruiting, training, sales and customer service Lead team effectively through period of transition from small to large square footage location with emphasis in maintaining excellent standards and motivate team to achieve KPI goals Develop team through coaching to provide superior customer service to differentiate boutique and attract new customers , continue to build a loyal customer base Use strong merchandising skills to implement visual directions and drive sales Community outreach and fashion shows to achieve KPI and attract new customers J.
- Jill The Store Upscale women's apparel specialty retailer.

Store Manager /Training Store Manager/ District Manager

January 2000 to January 2010 Company Name 1/4 City , State

- Effectively lead, motivated and developed store teams to strengthen brand loyalty through exceptional customer service Facilitated on-going training with team members to successfully drive sales to achieve personal and store sales goals Implemented visual merchandising directions and used strong merchandising skills to drive sales Controlled payroll and exceeded shrinkage goals supporting company Loss Prevention program Accountable and experienced in all HR processes - recruiting, hiring, performance appraisals Coordinated community outreach and supervised quarterly in-store events Contributed in developing of new store manager training program Training / follow-up of new Store Managers and new store management teams Traveled to new markets across the country to assist with new store openings and training of new staff Victoria's Secret Upscale women's lingerie specialty retailer.

Shop Director / Regional Trainer

January 1991 to January 2000 Company Name 1/4 City , State

- Shop director of "Must Win" store with annual volume of \$3.5 million+ Provided leadership and direction for staff up to 35+ associates including management to achieve "Must Win" top stores in company Focus on training and maintaining excellent customer service skills Motivate team to increase productivity to consistently meet and exceed personal and store goals Major visual merchandising, set up of promotions and bi-annual sales Maintained payroll, Loss Prevention program and monitored expenditures Midwest Regional Trainer for new management in sales, customer service, store operations and visual merchandising Actively represented stores at conferences and events.

Department Assistant Manager

January 1990 to January 1991 Company Name 1/4 City , State

- Coats, Suits, Dresses and Lingerie Responsible for training and developing a staff of 20+ sales associates Increase and achieve sales goals through developing sales techniques and maintaining superior customer service Supervised department operations and provided direction including visual presentation and standards Developed weekly schedule and managed payroll Coordinated in-store special events.

Education

Bachelors Degree : Business Management and Accounting UVT College of Economics 1/4 City , Romania Business Management and Accounting Yearly Coaching, Communication, Team Building and Visual Merchandising Seminar Winner of 1st place "Take 5" award (most credit cards opened in a year) 2000 through 2010

Affiliations

Winner of 2005 through 2008 Best ADS (average dollar sale) highest % increase over LY Winner of "Best UPT (unit per transaction) award 2005

trough 2008 Winner of multiple Guest Service Awards

Skills

bi, Coaching, conferences, credit, excellent customer service, customer service, direction, special events, fashion, Focus, hiring, HR, Team Building, leadership, Loss Prevention, director, Merchandising, Win, 2000, payroll, performance appraisals, processes, recruiting, sales, Trainer