

First Last

Store Manager

WORK EXPERIENCE

Resume Worded, London, United Kingdom

Specializes in cloud computing and database management services

Store Manager

08/2021 – Present

- Implemented an inventory management system that reduced stock loss by 73% and improved inventory accuracy by 44%.
- Achieved a customer satisfaction rating of 3.8/5, surpassing the company's 20-month benchmark and earning recognition in regional awards.
- Streamlined the checkout process, decreased customer wait times by 24 minutes, and enhanced overall in-store experience in 2023.
- Improved RW's store's Q1 2021 sales by 85% using strategic product placement and upselling techniques.

Polyhire, London, United Kingdom

Designs enterprise software to handle B2B business operations of SMEs

Lead Sales Associate

10/2019 – 07/2021

- Implemented upselling techniques that increased average transaction value by 43% in the first year.
- Supervised a team of 20+ sales associates to achieve a 71% increase in monthly sales within nine weeks of employment.
- Collaborated with a 10-person team to reach and exceed monthly sales goals for six consecutive quarters.
- Improved customer satisfaction scores by 4.2/5 through effective problem-solving and personalized service.

Growthsi, London, United Kingdom & Barcelona, Spain

Education technology startup with 50+ employees and \$100m+ annual revenue

Shift Supervisor

06/2018 – 09/2019

- Managed daily shift operations by coordinating tasks and ensuring smooth workflow for 60+ employees.
- Implemented scheduling changes that slashed \$8,400+ in annual overtime expenses while maintaining 93% staffing levels.
- Conducted performance evaluations and provided constructive feedback that improved team productivity by 77% YoY.
- Trained a 20-person team in upselling techniques, driving a 32% increase in average transaction value in Q3 and Q4 2019.

PREVIOUS EXPERIENCE

Retail Associate, ABC Company, London, UK

11/2017 – 05/2018

Inside Sales Rep., XYZ Company, New York, USA

01/2016 – 10/2017

Cashier (Internship), ABC, New York, USA

07/2014 – 12/2015

CONTACT

- East Dorset, United Kingdom
- +44 1234567890
- first.last@gmail.com

SKILLS

Hard Skills:

- Merchandising
- Staff Scheduling
- Online Marketing
- Conflict Resolution
- Team Leadership
- Training

Financial Management:

- Expense Control
- Budgeting
- Profit Margins

Tools and Software:

- Point of Sale (POS)
- Fishbowl Inventory
- Vend
- Salesforce

Languages:

- English (Native)
- Romanian (Native)
- Spanish (Conversational)

EDUCATION

University of New York

Associate of Science
Business Administration
New York City, New York
10/2011 - 06/2014

OTHER

- Certified Change Management Professional (CCMP) - 2021
- Certified Retail Professional (CRP) - 2019

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