

## 2ND LEVEL ASSISTANT STORE MANAGER, OPERATIONS MANAGER MANAGER, SALES & SERVICES MANAGER Summary

RETAIL | OPERATIONS | SALES MANAGER Client-driven, quality-focused retail manager with proven track record of top performance

Retail leader with profound and broad expertise in every aspect of store management. Critically evaluates and minimizes operational costs in context of store profitability. Creates and promotes caring customer service program for entire staff. Coaches every employee toward individual goals. Establishes retail environment that encourages positive customer experience and promotes realization of sales targets. Core Knowledge and Skills Retail Merchandising, Recruitment & Retention, Operations Store Planning & Design, Team Leadership, Coaching and Mentoring Profit and Loss, Loss Prevention, Personnel Training and Development

### Highlights

#### Experience

01/2004 to 01/2009

Company Name City , State

2nd Level Assistant Store Manager, Operations Manager Manager, Sales & Services Manager 01/2012 to Current

- Managed nearly every aspect of store operations.
- Trained and developed store staff in customer service techniques.
- Monitored and implemented corporate programs in sales, shipping, and merchandising.
- Directed large store team to.
- create a sales environment that consistently met expected sales goals and reduced operating costs.
- Managed team.
- of 25, including hourly employees and specialists.
- Entrusted with the most complex customer service issues including personal and commercial purchasing accounts.

Assistant Store Manager 01/2011 to 01/2012

Company Name City , State

- Responsibilities consisted of managing and recording profit loss and key performance indicators, Communicating.
- with buying office about classifications and styles for product inventory, and Managing and maintaining all records and documentations including invoices and employee files.

Soft lines Manager, Apparel Lead 01/2009 to 01/2011

Company Name City , State

- Responsibilities consisted of Constructing visual presentations, Managing payroll and training of department associates, and Communicating with vendors and buyers in regards to inventory of product.
- Leadership Known throughout career as a hands-on project manager with strong expertise in team management and prioritizing.
- Ensured that employees recognized the importance of their contributions to the whole, and demonstrated to each one appreciation for the value that he or she delivered to the store overall.
- Developed significant reputation for leadership due to excellent relationships with employees and willingness to lead by example.
- Professional experience continued Brenna T.
- Walsh page 2 Sales / Profit & Loss Management Motivated staff to create a clean, enjoyable environment with appropriate product availability.
- Trained copy center/cashier staff as well as floor staff in superior customer service while maintaining highest levels of understanding of company policies and procedures.
- Controlled profit and loss daily; maintained accountability for period-end reporting.
- As inventory captain, evaluated inventory and ensured availability of products on shelves; conducted store transfers to ensure products in store; ran daily reports and did audits to better control inventory levels Earned title of special projects captain due to ability to organize and execute large-scale department reorganization, including refits and retrofits for new products.
- Customer Service Set the standard for impeccable customer service; trained all staff to excel in the customer experience Turned customer service lapses into positive teachable moments that improved staff perception of need and accountability Targeted and achieved weekly "customer experience" metrics goals of 9+/10 ratings.
- Personnel Development Coordinated training of each employee with corporate training materials Coached individuals; achieving a promotion rate of ~35% (one to two levels above original position) Worked with vendors to develop product training from product sources Delivered well-executed and helpful annual reviews; developed significant reputation as go-to source for help on review wording, delivery, and execution of employee reviews as well as overall operations of the store.

### Education

High School Diploma Monroe Catholic High School City , State

Associates Degree : Business Management University of Alaska Fairbanks City , State Business Management

Business Management, Present Florida State College of Jacksonville City , State Business Management, Present

### Skills

cashier, corporate training, Customer Service, delivery, inventory, Leadership, Managing, materials, merchandising, excel, office, page 2, payroll,

Personnel, policies, presentations, Profit, profit and loss, promotion, purchasing, recording, reporting, Sales, shipping, team management