**RETAIL MANAGER RESUME**

Mallory Vincent  
98669 W 109th Blvd  
New York, New York 10002  
mallory@yourisp.com  
cell: 212.555.2315  
home: 212.555.2132

**Retail Management**

Seasoned, results-producing management professional with extensive experience leading profit-generating operations through innovative merchandising, pricing and discounting, and focus on continuous product turnover. Effective leader skilled in developing highly productive, sales-driven teams by implementing customer-focused training and sales programs. Exceptional ability to establish rapport with customers, gain trust, and build strong repeat and referral business. Proven record of effective short- and long-range tactical planning and improving operational processes to reduce shrink and achieve optimal profitability.

**Management and Sales Strengths**

* Merchandising / Product Presentation
* Purchasing and Vendor Management
* Operations Analysis / Inventory Planning
* Cost Reduction and Shrink Avoidance
* Sales Training and Team Building
* Recruiting and Staffing Initiatives
* Budget Administration / Oversight
* Change / Turnaround Management

**Professional Experience**

Dupre Outfitters – New York, New York 9/20XX to Present

1. **Store Manager**

Oversee operations for leading general merchandise retailer with 75 stores and $800M in annual revenue.

Direct day-to-day operations of 80,000 sq. ft. store generating more than $12M in annual revenue. Recruit, train, mentor, and manage 70-member team, ensuring continuous delivery of outstanding customer service. Supervise five department managers, providing coaching and engendering accountability for store results and staff performance. Develop and implement strategic merchandising plans to achieve revenue objectives and reduce expenditures while ensuring payroll remains within budget.

**Selected Achievements:**

* **Consistently exceeded annual goals in key metrics**, such as profit, sales, employee retention, and customer service.
* **Led highly $2M** end-to-end remodel of store in July 20XX.
* **Received the 2013 “Leadership Excellence Award”** as recognition for exceptional professional achievement in meeting corporate objectives**.**

Kosmo Imports – New York, New York 11/20XX to 8/20XX

1. **Assistant Store Manager**

Charged with managing a range of key operational functions for major imports company with eight locations and $23M in annual revenue.

Coordinated efforts to restore profitability and reputation of under-performing location with 26 employees. Implemented new policies and procedures, including various initiatives designed to increase sales and client loyalty. Co-facilitated launch of new store; developed new-hire training and orientation materials.

**Selected Achievements:**

* **Played key role in boosting profitability by 46% and customer satisfaction rating by 23%** within first ten months in position.
* **Reduced shrink from 1.2% to 0.3%** through implementation of improved merchandising and inventory procedures.

Alpine Ski Ridge – Coeur D’Alene, Idaho 3/20XX to 10/20XX

1. **Sales Associate**

Provided top-notch customer service in support of clothing retailers with 14 locations across three states.

Assisted customers in selecting merchandise, answering questions, and quickly resolving concerns. Participated in ongoing training and customer care clinics. Coached and mentored new associates in sales strategies and internal policies.

**Selected Achievements:**

* **Received “Outstanding Customer Service”** award for each quarter of 20XX.
* **Achieved lowest returns percentage**on all merchandise for three consecutive years.
* **Earned perfect scores**on all secret shopper reports.

**Educational Background**

**Master of Business Administration (MBA)**

Montana State University – Bozeman, Montana (20XX)

**Bachelor of Science in History**

University of Colorado – Boulder, Colorado (20XX)

**Professional Associations**

**Retail Advertising & Marketing Association**

RAMA (20XX to Present)

**National Retail Federation**

(20XX to Present)