

Carter Andrade
Retail Operations Manager
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Summary

Experienced retail operations manager with a passion for excellence and driving results. Proven success in leading high-performing teams, achieving sales goals, and enhancing the customer experience.

Experience

Ulta Beauty Retail Operations Manager	New York, NY Ongoing
Led team of 20+ associates in all aspects of store operations resulting in 10% increase in sales revenue. <ul style="list-style-type: none">Implemented inventory management system resulting in 20% reduction in out-of-stock products.Partnered with vendors to improve shipment and planogram expectations resulting in 15% reduction in delivery time.Trained and coached team to provide exceptional guest service leading to 95% satisfaction score.	
Sephora Assistant Manager	Los Angeles, CA Date period
Managed daily operations of a high-volume store with a team of 15 associates. <ul style="list-style-type: none">Achieved 110% of sales goals through effective product merchandising and promotion.Developed and implemented training programs resulting in a 20% increase in employee retention.Ensured compliance with all company policies and procedures, including inventory control and loss prevention.	
Macy's Department Manager	Chicago, IL Date period
Oversaw daily operations of cosmetics department, managing a team of 10 associates. <ul style="list-style-type: none">Achieved 95% in-stocks through effective inventory management and replenishment.Increased sales revenue by 12% through product merchandising and promotional events.Developed and implemented training programs resulting in a 25% increase in employee productivity.	

Strengths

 Leadership Led team of 15+ to exceed sales goals by 25% in Q2 2021	 Operational Excellence Improved inventory accuracy by 20% through implementation of new system	 Team Building Developed and mentored 5 associates to management positions in past year
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Education

University of Illinois at Urbana-Champaign Bachelor of Business Administration	Urbana, IL Date period
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Languages

English Native 	Spanish Proficient 
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Skills

Merchandising · Inventory Management · Sales Management · Leadership · Team Building · Vendor Management