

Jessica Claire

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Professional Summary

Dynamic Retail Management professional with extensive background in customer service. Proven ability to drive amazing customer experiences and results through team development. Ability to bring a strategic vision with financial rewards to a fast-paced environment with ongoing change. Demonstrated strengths in identifying, nurturing and retaining top talent by leveraging complementary strengths of all team members. Expertise in leading, inspiring others to improve their own performance by delivering sales increases through outstanding customer service. Highly motivated, results driven and goal oriented. Creative problem-solver designing sales incentives to motivate, retain and enhance competencies of the sales team.

Core Qualifications

- Results-oriented
- Training and development
- Microsoft Office Programs
- Bilingual with strong communication skills
- Excel in customer service
- Client-focused
- Operations management
- Quick learner

Experience

- 02/2012 to 08/2014 **Department Sales Manager Women and Salon Designer shoes**
Kaiser Permanente – Tucker, GA
- Led the daily sales operation of a \$5M department.
 - Managed team of 18 employees including three assistants.
 - Communicated clear expectations to the team.
 - Picked over \$700.000 ending the year #1 in the region and #6 in the company out 118 stores.
 - 1 Salon business in the region and #3 in the company YE Recruited, trained and developed highly effective, performing teams enhancing retention levels.
 - Developed systems and standards to have the department more organized and more structured.
 - Rebuilt under performing department by improving team competencies, systems and introducing healthy competitive sales incentives for individual performers.
 - Mentored the team on delivering exceptional service by establishing and developing customer relationships.
 - Increased employee productivity by 26% over last year Strategically aligned teams to achieve revenue goals.
 - Reduced merchandise loss from 1.29% to .38% through the implementation of new systems and standards and increased employee productivity.
 - Trained and developed over 10 team members into management positions.
 - Participated in White Glove Winning for the store.
 - Recognized pacesetter and All star performances.
 - Coached the team on establishing new fashion rewards accounts, resulting in new and continued business Instrumental in communicating the store's designer needs and negotiated new brands to add to the department - Tory Burch, Alice and Olivia, Rag and Bone, Aquatalia and Vince.
- 2011 to 02/2012 **First assistant department manager**
Kaiser Permanente – Aiea, HI
- Flagship store in the NE Salon Designer shoes generated 8.1 million.
 - Managed a large sales team of 22 people.
 - Developed and recognized one of the top performers for the anniversary sale in the company.
 - Recruited, trained, motivated, and developed the team to ensure superior performance.
 - Wrote schedule to support business needs.
- 09/2009 to 2011 **Assistant Department Manager**
Message Envy – Palatine, IL
- Generated 6.2 million
 - Wrote the schedule with my department manager's assistance.
 - Partnered with department manager to train and coach the team.
 - Managed the four point expectation.
 - Ensured the proper running of the department.
 - Assisted with events, sales and different promotions.
 - Oversaw and maintained the floor as well as the stockroom.
- 09/2009 to 2011 **Assistant Department Manager**
Message Envy – Palm City, FL
- Generated 6.2 million
 - Wrote the schedule with my department manager's assistance.
 - Partnered with department manager to train and coach the team.
 - Managed the four point expectation.
 - Ensured the proper running of the department.
 - Assisted with events, sales and different promotions.
 - Oversaw and maintained the floor as well as the stockroom.
- 09/2006 to 09/2009 **Sales associate**
Monarch Healthcare Management – Austin, MN
- Delivered excellent customer service on a daily basis Developed and nurtured customer relationships to drive repeat business Recognized for quarterly pacesetter Expert in department services and products Prospected and established new fashion rewards accounts, resulting in new and continued business Provide optimal customer service, being immediately responsive to questions and needs, and resolving problems expediently.
- 2003 to 09/2006 **Sales Associate**
Maverik – Beaver, UT
- Fold, straighten to keep merchandise presentable Ring transactions, organize floor and set up for sales events Help customers open new charge accounts Build and maintain customer relationships through relationship selling Deliver outstanding customer service through customer interaction.
- 01/2002 to 01/2003 **Receptionist**
MUNICIPAL LINKS – City, STATE
- Word Processing/ answering the phone.
 - Customer service/ Scheduling clients.
 - Maintain work area by staying organized.
 - Provide great customer service by warmly welcoming clients and answering questions quickly and thoroughly.
- 01/2001 to 01/2002 **Assistant store Manager**
ABSOLUTE COMPUTER SALES & SERVICES – City, STATE
- Word Processing/ maintaining computer applications.
 - Coordinating and Scheduling clients.
 - Filing/ Answering the phone.
 - Recruited and trained new employees.

Education

Associate Degree
Essex County College - Newark, NJ
Athens Royale Serge Creuz, Brussels, Belgium - French studies

Professional Affiliations

Skills

budgets, coach, coaching, competitive, computer applications, clients, excellent customer service, Customer service, fashion, Filing, focus, French, General Office, inventory management, managing, Management development, mentoring, merchandising, Microsoft Office Programs, recruiting, selling, sales, Scheduling, structured, phone, Word Processing