

# First Last

## Retail Operations Manager

Retail operations manager with 10 years of experience in streamlining processes, driving sales, and developing employees. Possesses knowledge to manage and motivate teams, develop marketing plans, and create systems that improve customer service and store efficiency. Key achievement: managed the distribution of over \$1M worth of inventory by eliminating excessive product returns, and reducing credit card fraud, and theft.

### WORK EXPERIENCE

#### Retail Operations Manager

Resume Worded, New York, NY

November 2015 – Present

- Reduced staff by half without sacrificing customer satisfaction; improved productivity and profit margins by 80%.
- Maintained an inventory level of over 88% of all items used in the company's retail operations for 2 years with zero issues.
- Managed the distribution of over \$1M worth of inventory by eliminating excessive product returns, and reducing credit card fraud, and theft.
- Achieved a quarterly profit of \$87K for 2021; received a commendation from the senior management of RW for efficiency with customer satisfaction metrics.

#### Account Executive

Growthsi, San Francisco, CA

February 2013 – October 2015

- Closed a \$92K sale by prospecting in a tough industry against 85 competitors who offered lower-priced services; successfully exceeded growth expectations and got a pay rise.
- Sold a software contract for \$1.8M, earning a 19% commission and an early job confirmation three months into employment.
- Introduced and implemented a client retention program that increased newsletter subscriptions by 97% QoQ.
- Oversaw marketing campaigns for 43 new products; expanded the company's customer base by 118% within 11 months.

#### Customer Service Sales Associate

June 2010 – January 2013

Resume Worded's Exciting Company, New York, NY

- Attained a \$150K sales quota in personalized products within 11 weeks by regularly providing a one-of-a-kind customer experience.
- Provided significant contributions to the social media marketing strategy of RWEC, helping to grow its online presence by 77%.
- Surpassed monthly sales goal by 43%, exceeding quota by 19%; rewarded with a 5-week vacation in Vatican City.
- Performed 340 customer service transactions per day, increasing transaction efficiency by 28%, the best among colleagues.

### CONTACT

- Chicago, IL (Open to Remote)
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- linkedin.com/in/username
- github.com/resumeworded

### SKILLS

#### Technical Skills:

- Forecasting (Advanced)
- Driving Results (Experienced)
- Retail Sales
- Loss Prevention
- Inventory Control

#### Industry Knowledge:

- Multi-channel Retail
- People Development
- Business Operations

#### Tools and Software:

- SAP Business One
- Microsoft Office Suite
- Salesforce
- Intuit QuickBooks
- Adobe

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### EDUCATION

#### Resume Worded University

Bachelor of Science

Business Administration

Boston, MA – May 2010

Awards: Resume Worded Teaching Fellow (only 5 awarded to class), Dean's List 2012 (Top 10%)

### OTHER

- Certified Retail Manager.
- Certified Loss Prevention Professional.
- Certified Employee Relations Specialist.