

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.

- 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.

- 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.

- 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

Education

University of Illinois at Urbana-Champaign

Bachelor of Business Administration

Urbana, IL

Date period

Languages

English Native ●●●●●

Spanish Proficient ●●●●●

Skills

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