

# Jessica Claire

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Store Manager equipped with extensive experience in retail management and sales. Employs excellent leadership skills and multi-tasking strengths.

## HIGHLIGHTS

- Retail inventory management
- Outstanding communication skills
- Accurate cash handling
- Store opening and closing procedures
- Store operations
- Team management
- Skilled multi-tasker
- Training and development
- Recruiting and interviewing
- Team oriented
- Conflict resolution skills

## ACCOMPLISHMENTS

- Supervision
  - Supervised team of 55+ staff members.
- Leadership
  - Served as key contributing member to Leadership team.
- Customer Service
  - Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

## EXPERIENCE

- 08/2015 to Current

Management

Auto Plus Pep Boys – Hamburg, NY

See Above
- 05/2014 to 08/2015

Store Manager

Cost Plus World Market – Peoria, AZ

- Worked closely with the district manager to formulate and build the store brand.
  - Trained staff to deliver outstanding customer service.
  - Wrote order supply requests to replenish merchandise.
  - Trained all new managers on store procedures and policies.
  - Completed a series of training sessions to advance from Assistant Manager to Store Manager.
  - Determined staff promotions and demotions, and terminated employees when necessary.
  - Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.
  - Opened a new store location and assisted in recruiting and training new staff.
  - Addressed customer inquiries and resolved complaints.
  - Delivered excellent customer service by greeting and assisting each customer.
- 06/2008 to 05/2014

Assistant Manager

United Pacific – West Los Angeles, CA

- Opened and closed the store, which included counting cash drawers and making bank deposits.
  - Maintained visually appealing and effective displays for the entire store.
  - Held each team member accountable for achieving brand and performance goals.
  - Recruited, hired, developed and retained retail talent for the company.
  - Directed strategic and brand-appropriate marketing initiatives to improve presentation and maximize sales.
  - Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.
  - Completed weekly schedules according to payroll policies.
- 08/2006 to 06/2008

Lead Cashier

Ulta Salon, Cosmetics & Fragrance, Inc. – Pasadena, TX

- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices.
  - Operated a cash register to process cash, check and credit card transactions.
  - Administered all point of sale opening and closing procedures.
  - Replenished floor stock and processed shipments to ensure product availability for customers.

## EDUCATION

- 2006

High School Diploma

Riverhead High School - Riverhead, New York

### Regents Diploma: Accounting

Accounting

### Coursework in Business and Management Coursework in Advanced Financial Accounting

Suffolk County Community College - Riverhead, New York

## SKILLS

Assistant Manager, cash receipts, cash handling, cash register, closing, communication skills, Conflict resolution, credit, excellent customer service, customer service, Financial Accounting, inventory management, inventory, marketing, payroll, policies, reconciling, Recruiting, Retail, sales, Store Manager, strategic