


Olivia Campos

Retail Sales Manager

o.campos@email.com 

(123) 456-7890 

Boston, MA 

[LinkedIn](#) 

Retail sales manager with a combined 10+ years of experience in sales and management, emphasizing team building and customer satisfaction. Looking for an opportunity at Doing Well to provide detailed and motivational training to encourage sales associates to take responsibility and pride in their work.

Work Experience

Journeys – Retail Sales Manager

2015 - current

Boston, MA

- Created sales opportunities through creative marketing campaigns and community involvement, **improving product revenue by 47% and customer satisfaction ratings by 24%**
- Researched and proposed product enhancements to improve customer satisfaction and sales potential, generating over \$1,500,000 in profit
- Supervised daily store operations such as opening/closing, inventory control, cash management, and various office/administrative duties
- Crafted training plans to build skills and expertise by providing timely and specific feedback, **creating a culture of action and accountability that increased staff retention by 32%**
- Launched new ideas and initiatives to evolve the retail experience for the customer, boosting sales by 27%

Five Below – Retail Sales Associate

2010 - 2015

Boston, MA

- Built personal connections through product education and up-selling techniques while interacting with 40+ customers per shift
- **Generated checklists for 12+ store duties**, including physical inventory counts, stocking, and opening/closing duties, improving task completion rates by 28%
- Greeted customers within 13 seconds of store entry, directing them to their desired products while providing accurate and helpful information about merchandise
- Performed cashier duties, including **handling \$80,000+ in cash, checks, and credit card transactions**

Education

Dorchester High School – High school diploma

2006 - 2010

Boston, MA

Skills

Outbound Sales; Detail-oriented; Verbal Communication; People Manager; CRM (Salesforce)