



# OLIVIA CAMPOS

## Assistant Store Manager

### CONTACT

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(123) 456-7890 

Boston, MA 

[LinkedIn](#) 

### EDUCATION

High school diploma  
Boston Latin High School  
2015 - 2019  
Boston, MA

### SKILLS

Written Communication  
Empathetic  
Coaching  
Leadership  
Collaboration  
Multi-tasking

### CAREER OBJECTIVE

As a leader coordinating store initiatives that impacted revenue by \$80K, I look forward to leveraging my managerial and sales skills in an assistant manager role with a trendy, modern business like The Container Store.

### WORK EXPERIENCE

#### Assistant Store Manager

Skechers

2021 - current / Boston, MA

- Led company programs and trained 14 team members to attain sales, service, and operational performance goals
- Drove sales with a customer conversion rate of 18%
- Developed a sales and service culture, producing a 4% growth in walk-in sales
- Authored and trained in 4 new study guides for products
- Led learning for 11 employees with classes to maximize their skills in sales and customer service
- Improved team morale by encouraging open communication, reducing turnover by 12%
- Executed and enforced the cash management policy of the company and completed 3 audits
- Reconciled cash drawers and daily sales log 6 evenings per week with 100% accuracy

#### Sales Associate

Shopper's World

2018 - 2021 / Boston, MA

- Drove sales through the engagement of customers, suggestive selling, and sharing product knowledge
- Increased transaction amounts by 9% and won the Sales Associate of The Year award, becoming a member of the 100% Club in 2019
- Managed transactions at the register, including cash, credit, and club card, reconciling register with 0% error
- Organized clientele notifications of preferred sales and future merchandise interest, increasing foot traffic by 16%