



# KELLY LYON

MANAGER • B43 6GG, BIRMINGHAM, UNITED KINGDOM • 028 9448 1138

## • DETAILS •

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## • PROFILE

Experienced and self-motivated Manager bringing forth valuable industry experience and a passion for management. Results oriented with a proven track record of working collaboratively with team members to achieve goals. Experienced in both retail and culinary settings, and adept at effectively managing all operations.

## EMPLOYMENT HISTORY

### General Manager at H&M, Birmingham

September 2014 – September 2019

- Served as a successful leader, promoting and achieving store success.
- Encouraged employees to do their best, and increased store productivity immensely.
- Identified and maximized sales opportunities, and increased customer retention rates.
- Successfully handled visual merchandising, and worked to promote company vision.
- Led recruitment efforts and training of new employees.

### Assistant Store Manager at H&M, Birmingham

September 2012 – September 2014

- Provided optimal assistance to the General Manager and handled a variety of tasks.
- Assisted with recruitment and training of new employees, while also monitoring the productivity of current employees.
- Worked to ensure a neat and attractive sales environment, and assisted in the setup of visual displays.
- Handled work logs and the organization of employee files.