

Abigail Brown

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PROFESSIONAL SUMMARY

A highly motivated and results-driven retail professional with 7 years of comprehensive experience, including 3 years in a team leadership role. Proven ability to supervise teams, drive sales, manage inventory, and deliver exceptional customer service. Seeking a Retail 2IC position to leverage strong leadership skills and contribute to operational excellence and team success.

WORK EXPERIENCE

THE WAREHOUSE, Manukau
Team Leader - General Merchandise
October 2022 – Present

- Supervised a team of 8-10 retail assistants, ensuring efficient daily operations and task completion.
- Trained and mentored new staff members on product knowledge, sales techniques, and store policies.
- Managed stock levels, conducted inventory counts, and implemented merchandising strategies to drive sales.
- Achieved monthly sales targets consistently by actively engaging customers and upselling products.
- Resolved complex customer complaints and issues, maintaining high levels of customer satisfaction.
- Assisted Store Manager with roster planning and performance reviews.

COTTON ON, Sylvia Park
Senior Sales Assistant / Keyholder
March 2020 – September 2022

- Entrusted with opening and closing procedures, including cash-up and store security.
- Provided exceptional customer service, leading to increased repeat business and positive feedback.
- Assisted with visual merchandising updates, ensuring brand standards were maintained.
- Processed transactions accurately and handled cash, EFTPOS, and layby payments.
- Supported new team members with on-the-job training and guidance.

FARMERS, Manukau
Retail Assistant
February 2018 – February 2020

- Provided friendly and efficient customer service, assisting with product selection and purchases.
- Maintained store presentation, including shelf replenishment and display organisation.
- Operated POS system and handled cash and card transactions accurately.
- Assisted with stock deliveries and processed incoming merchandise.

EDUCATION

MANUKAU COLLEGE, Manukau
NCEA Level 3
2017

SKILLS

- Team Leadership & Supervision
- Retail Operations Management
- Customer Service Excellence
- Sales & Target Achievement
- Visual Merchandising
- Inventory & Stock Control
- POS Systems & Cash Handling
- Staff Training & Development
- Problem-Solving & Conflict Resolution
- Communication & Interpersonal Skills