

# Nassim Larkey

## Retail Manager

Organized and detail-oriented Retail Manager with 10+ years of providing customer support and initiating expanded services that drive sales productivity. Proven success in boosting revenue by optimizing training initiatives for sales associates on marketing strategies. Offers a solid background in ensuring smooth operations and excellent customer service in fast-paced retail environments.

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## SKILLS

Sales Leadership

People Management

Budgeting

Cost Control

Merchandising Strategies

Profit and Loss Management

People Management

Team Building and Training

Conflict Resolution

## WORK EXPERIENCE

### Retail Manager

Retail Ocean

03/2019 - Present

Los Angeles, CA

#### Achievements

- Increased sales revenue by 15% through effective merchandising strategies and cross-selling techniques.
- Achieved a 10% reduction in operating costs by optimizing store operations and improving staff productivity.
- Successfully led a team of 20 employees, resulting in a 25% improvement in customer service ratings.
- Developed and implemented a new employee training program that improved staff performance and increased sales by 10%.
- Achieved a 90% customer satisfaction rating by implementing customer service initiatives and addressing customer complaints effectively.
- Increased online sales by 30% through the development and implementation of an e-commerce strategy.
- Administrate employee performance, correct problems, and increase efficiency to maintain productivity targets.
- Liaise with sales, marketing, and management teams to develop solutions and accomplish shared objectives.

### Store Manager

Cherry Tech

03/2016 - 02/2019

Los Angeles, CA

#### Achievements

- Coached employees and trained on handling various aspects of sales, complicated issues, and demanding customers.
- Reduced inventory carrying costs by 20% by optimizing inventory management and implementing a just-in-time (JIT) system.
- Improved store profitability by 15% through effective cost management and inventory control.

### Store Manager

Ultralight Beam Center

02/2012 - 02/2016

Los Angeles, CA

#### Achievements

- Managed controllable P&L line items, including inventory, cash, and payroll.
- Developed product processing system to expedite merchandising by an average of 5 days.
- Successfully launched a new product line, resulting in a 40% increase in sales revenue.
- Developed and implemented a store layout redesign that increased sales by 25% and improved customer traffic flow.