

BRYAN GLOVER

Assistant Manager

✉ bryan.glover@email.com

☎ (123) 456-7890

📍 Denver, CO

🌐 [LinkedIn.com](#)

EDUCATION

High school diploma

Byers High School

📅 2006 - 2010

📍 Denver, CO

SKILLS

- Critical Thinking
- Sales
- Verbal Communication
- Coaching
- Teamwork
- Compassion

CAREER SUMMARY

Assistant Manager with 10 years of experience impacting the company's bottom line by assisting in all sales efforts, team building, retention, and customer service. Looking for an opportunity to apply my sales-driven expertise in an upper management position with Journeys.

WORK EXPERIENCE

Assistant Manager

Journeys

📅 2019 - current

📍 Denver, CO

- Empowered the team to drive sales by 6% through greater personalization of the customer experience, creating sales initiatives, and building team morale
- Managed daily operations including scheduling, payroll, cash handling, sales forecasting, and delegating tasks as needed
- Bolstered store leader by recruiting, hiring, and retaining talent with less than 11% turnover
- Improved team morale by 53% by organizing communications, ensuring company information reached the team during the day

Assistant Manager

Home Goods

📅 2012 - 2019

📍 Denver, CO

- Organized in-store technology classes for 19 new team members and created ongoing training
- Updated and authored new procedures in store with 100% team member buy-in and participation
- Awarded a 92% customer feedback score by heading customer relations, addressing customer needs, and resolving disputes
- Managed store inventory by performing audits, cross-referencing sales with inventory count and reducing inventory loss by 18%

Cashier

Kings Grocery Store

📅 2010 - 2012

📍 Denver, CO

- Handled 100% of cash, gift cards, and refunds
- Managed, as lead cashier, all shift requirements and assignments, reducing no-shows by 17%
- Engaged customers upon arrival, satisfying customer requests, earning the Customer Service Award 2 years in a row
- Led teammates to open and close registers during shift changes, dismantling, organizing, and cleaning stations 3 times per week