

Mackenzie Smith

Experience

Hennes & Mauritz LLC. 2010-2013

Store Manager (2012-2013)

- Recruiting and on-boarding of all new hires
- Overview of training and development of all employees
- Created Sales/Payroll Budget for Fiscal 2013
- Managed operational costs to increase profitability
- Schedule Making/Overview
- Managed Payroll/Wage-Cost
- In-Store HR Manager
- Maintained Company Customer Service Standards
- Maintained Company Visual Merchandising Standards
- Created Shrink Goal/Store Action Plan for Fiscal 2013
- Inventory Control (store-to-store transfers, buyer recalls, damages, inventory)

Achievements

- Management Coach
- Maintained 100% average Customer Service rating
- Achieved <15% employee turnover
- Ran #1 Comp store in District

Department Manager (2010-2012)

- Responsible for Recruitment and On-boarding of Dept. new hires
- Schedule Making
- Loss Prevention
- Managed Sales Floor
- Product Management
- Inventory

Achievements

- Management Coach

The Wetseal Inc. 2006-2010

Store Manager (2007-2010)

- Recruiting and On-Boarding of all new hires
- Overview of training and development of all employees
- Schedule Making/Overview
- Managed Payroll/Wage-Cost
- In-Store HR Manager

- Maintained Company Customer Service Standards
- Maintained Company Visual Merchandising Standards
- Inventory Control (store-to-store transfers, buyer recalls, damages, MOS , inventory)

Achievements

- Ran the 9th highest grossing store in the company
- Decreased store shrink each fiscal year(2007-2011)
- Acted as District Manager from April 2009-November 2009
- Traveled district with Regional Director and other Corporate Employees when DD was unavailable
- Regional Trainer

U of O Bookstore, (2004-2006)

Eugene,OR

Assistant Store Manager

- Recruiting and on-boarding of new hires
- Schedule making
- Merchandising
- Inventory control (min/max operations, supplemental orders, damages, store-to-store transfers, inventory)
- Maintained excellent customer service standards

Achievements

- Sales trainer
- Management coach

Education

2004-2007

University of Oregon

Eugene, OR

Majored in Psychology

References

Available upon request