2 Brookdale St Apt 2R

Roslindale, MA 02131

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priscilla.howell@gmail.com

Priscilla R. Howell

EDUCATION

**WESLEYAN COLLEGE Aug 2000-May 2004**

Bachelor of Arts in Communication

* Graduated with GPA of 3.17/4.00

WORK EXPERIENCE

**COACH (Boston, MA) July 2010-Present**

**Assistant Manager**

Key responsibilities and accountabilities:

* Manage day-to-day operation of $2.3 million retail store
* Identify store staffing needs and proactively recruit, hire, and retain top talent
* Handle pre-employment processes such as drug screening, reference checking and past employment verification
* Implement and utilize recognition, rewards, and incentives as a consistent approach to motivate and inspire the team as Sales and Service manager
* Schedule weekly touch bases with sales associates to review results and identify opportunities
* Establish sales goals and measure key product indicators in order to maximize productivity and exceed monthly goals as Sales and Service Manager
* Ensure compliance in Secret Shop and Thank You Note programs
* Coordinate Tour Guide Program by recruiting guides, maintaining paperwork and communicating information with local participating stores and corporate liaisons
* Ensure compliance to all policies and procedures, Loss Prevention, and HR
* Monitor inventory levels, organizational standards and loss prevention protocols as Operations Manager
* Provide feedback to Store Manager to drive process improvements
* Ensure timely execution of all monthly floorsets

**COACH (Chestnut Hill, MA) Sept 2008-July 2010**

**Assistant Manager**

Key responsibilities and accountabilities:

* Managed day-to-day operation of $1.1 million retail store
* Implemented and utilized recognition, rewards, and incentives as a consistent approach to motivate and inspire the team
* Provided feedback to Store Manager to drive process improvements
* Ensured compliance to all policies and procedures, including Loss Prevention, and HR
* Arranged timely execution of monthly floorsets

**PIER 1 IMPORTS (Estero, FL) Dec 2007-Sept 2008**

**Assistant Store Manager**

Key responsibilities and accountabilities:

* Supported Store Manager in day-to-day operation of $1.5 million retail store
* Ensured Visual/Merchandise presentation to company standards
* Ensured 100% compliance on all policies & procedures
* Coached and developed direct reports to achieve performance expectations
* Proactively recruited and hired top talent
* Monitored and directed all shipments as Operations Manager

**BANANA REPUBLIC FACTORY STORE (Estero, FL) Oct 2006-Dec 2007**

**Assistant Manager**

Key responsibilities and accountabilities:

* Supported Store Manager in day-to-day operation of $4.5 million retail store
* Promoted product line and credit card enrollment as ambassador of the brand
* Maintained visual standards as well as ensured all promotions, markdowns were completed in a timely manner as Merchandising Manager
* Ensured 100% compliance on all policies and procedures
* Recruited, hired and developed top talent
* Received and processed all shipments

**WESLEYAN COLLEGE (Macon, GA) Aug 2004-Oct 2006**

**Senior Admissions Counselor**

* Met with and interviewed prospective students as an ambassador of the college
* Reviewed and evaluated prospective student applications to determine admission eligibility
* Partnered with student affairs to coordinate prospective student events
* Participated in the development of recruiting materials including brochures, event postcards and invitations
* Partnered with Financial Aid Office to assist students through the financial process including loans, grants and scholarships
* Managed assigned territory which included extensive travel and planning for recruiting events and fairs

ADDITIONAL CAPABILITIES

* + Proficient in Microsoft Applications

**PROFESSIONAL REFERENCES**

* **Danielle Charrier**

Store Manager

Coach Faneuil Hall

[danielleech22\_6@hotmail.com](mailto:danielleech22_6@hotmail.com)

508.801.0282

* **Danielle Kohl**

Assistant Manager of Product Education

and Customer Engagement

Coach

[dkohl@coach.com](mailto:dkohl@coach.com)

203.464.1846

* **Meghan Stewart**

Assistant Manager

Coach Faneuil Hall

508.244.7494