

# Sabrina Khatib

## Store Manager - Nygard

Toronto, ON M6A3C9  
sabrinakhatib@hotmail.com - (416) 732-0255

Seeking an opportunity where I can showcase my wide range of skill sets, in effort to grow within the company.

### WORK EXPERIENCE

#### **Store Manager**

Nygard -

November 2016 to Present

- Responsible for stores daily operations, high volume customer service, profit and loss management
- Setting, monitoring and driving sales goals
- Recruited, interviewed, hired, developed, evaluated, coached and counselled employees

#### **Operations Manager**

Kate Spade NY -

February 2016 to November 2016

- Insured proper daily operation in store and 5,000 sqft warehouse
- Managed five supervisors and 80 associates
- Communicate merchandise sell-through, stock position, business trend information, Product issues and customer feedback to GM/Area manager

#### **Assistant Manager**

Kate Spade NY -

March 2015 to February 2016

- Monitor, maintain and follow company policies and procedures with a focus on loss prevention to protect the company's inventory and assets; conduct audits

Assistant Manager | Kate Spade NY

MARCH 2015 - FEBRUARY 2016

- Assuming the GM role in managers absence
- Model and supervise the selling environment, provide constant coaching on sales training processes to ensure the highest level of customer service and sales
- Utilize mid-year and annual review processes as a tool for associate development and advancement; monitor and address performance concerns on a timely basis, partnering with HR when necessary

#### **Operations Analyst**

Just Energy -

October 2013 to March 2015

- Analyzing customer data and providing detailed tracking and submission results reports on a regular basis
- Ensure all daily customer emails are generated and sent within the designated time frames as required by regulatory rules and internal policies
- Maintain the customer database for residential and commercial accounts

## **Office Manager**

Planet Energy -

October 2011 to October 2013

- Responsible for the organization and co-ordination of office operations
- Manage day-to-day office operations (answer phones, order office supplies, establish maintaining filing system etc.)
- Create labels for staff members as requested
- Receiving and controlling all correspondence
- Deliver bank deposits for finance
- Coordinate boardroom scheduling

## **EDUCATION**

### **Business Administration**

Seneca College

2011 to 2014

## **SKILLS**

TRAINING, BUSINESS DEVELOPMENT, CUSTOMER RELATIONS, MICROSOFT OFFICE, MS OFFICE

## **ADDITIONAL INFORMATION**

### **SKILLS**

- Microsoft Office
- Customer Relations
- 8 years training experience
- Attention to detail
  
- Fluent in Arabic
- Problem solving
- Business development
- Strong knack for learning company systems