

# JESSICA CLAIRE

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## SUMMARY

Results driven General Manager with strong interpersonal skills with extensive luxury retail sales experience, focused on client development and retention. Success has no excuses.

## EDUCATION

Loyola University  
Chicago, IL • "B.A." "B.S."

**Bachelor of Arts:** Graphic Art:  
Business - GPA:  
Minor Business/Jewelry design  
Fluent in English and Spanish

## ACCOMPLISHMENTS

- Increased gross revenues at Max Mara Northbrook by 76%
- Promoted to Store Manager after 12 months in the Assistant Manager position
- Promoted to Assistant Manager after 6 months in the Stylist position
- Profitably sold Sans Pareil Inc.
- Turned a \$2000 investment into 1.8 million dollar business within 5 years of inception

## EXPERIENCE

**Hand & Stone - Fine Apparel Department Manager**  
Flower Mound, TX, • • 10/2013 - Current

- Manage, drive a high volume multi vendor business to achieve goals
- Strategically plan business to meet sales goals, talent development
- Provide leadership, team building to store, sales staff in driving sales, service, profitability
- Provide team with tools, training of company values, core focus of brand imaging
- Retain, motivate, coach, train an elite sales team in the art of client "le
- Motivate, lead by example in the standards of excellence
- Work in tandem with buying office to meet business needs, maximize opportunities in market
- Develop, maintain strong vendor relations to drive sales and meet sales goals
- Oversee merchandise opportunities, set merchandise standards, evaluate merchandise performance, adjust to meet business needs
- Oversee the selling process, providing leadership, motivation to store team, achieving sales, volume goals
- Establish, maintain high performance service standards to enhance customer experience, actively seek input from customers to ensure consistent adherence to service standards
- Actively train, develop, coach the team to achieve goals, while modeling sales focused behaviors, skills development that utilizes the available tools
- Proactive in managing performance, ensuring that the store team clearly understand their roles, are focused on achieving goals
- Oversee stylists development, empower the sales force to achieve selling goals through product knowledge, coaching, performance feedback
- Attract, retain key associates by becoming/maintaining the employer of choice in local market
- In constant pursuit of top talent in surrounding market to optimize staffing opportunities

**Frederick County Public Schools - General Manager**  
Frederick, MD, • • 2011 - 09/2013

Consecutively increased business by 16% year one and 10% year two, by training, developing sales staff in the art of client outreach and retainment

- Developed, implemented a standardized process for client development performance, growth and increasing client retention
- Established, maintain strong rapport with community to increase brand awareness
- Train, maintain the standards of excellence set by brand
- Provide leadership, team building to the store associates, driving sales, high caliber service, profitability
- Provide store team with tools, coaching required to meet brand filter service standards
- Focus on sales, profitability; establish, maintain customer focused standards, set work pace, deliver store goals
- Provide vision, motivation to achieve goal
- Groom for succession, empower to excel
- Create, maintain high performance team and environment
- Attract, retain key associates in local market

**Supercuts - Assistant Manager**  
Saint Clair Shores, MI, • • 2010 - 2011

In partnership with management increase YTD sales by 16%

- In partnership with management, increase F&B sales by 10%
- **Managed and successfully groomed all stylist in the art of client outreach resulting in double digit growth**
- Oversee the selling process, providing leadership and motivation to store management team, associates in achieving sales and volume goals
- Establish, maintains high performance service standards, to enhance the customer experience, actively seek input from customers to ensure consistent adherence to service standards
- Actively train, develop, coaches the team to achieve goals, while modeling sales focused behaviors, skills development that utilizes the available tools
- Manage, evaluate performance, ensuring that the store team clearly understand their roles, are focused on achieving goals
- Develop, retain direct reports, ensuring their readiness for increased responsibility and providing a bench of internal talent to fill open positions
- Oversee stylist development, empower the sales force to achieve selling goals through product knowledge, coaching, performance feedback
- Maintain knowledge of top talent in the market place, proactive recruitment to fill open positions

#### **MaxMara - Stylist**

*City, STATE, • • 05/2009 - 2010*

- **Developed and a maintained a strong client book which increased store revenue by 12% in 6 months YDT**
- Maintained, developed loyal clients, exponentially increased client spend
- Developed, maintained a strong relationship with management, team members
- Demonstrated strong operational skills (managing stock rotations, transfers, and inventory)
- Top sales person in MaxMara Northbrook
- Promoted to Key holder in 2 months

#### **Studio Sans Pareil - Owner/ Designer/ Wholesaler/ High End Children's Apparel**

*City, STATE, • • 05/1992 - 02/2007*

- **Turned a \$2000 investment into a 1.8 million dollar business within 5 years of inception**
- Concurrently operated 2 retail locations, manufacturing facility
- Successfully maintained, developed a loyal client following with exponential growth
- Designed, produced, wholesaled a private label collection with margins of 70% and higher
- Managed a staff of 48
- Hired, trained staff to meet the business needs
- Developed and maintained strong vendor relations
- Recognized, introduced new designers into the market
- Recruited and maintained a loyal and highly motivated staff with a turnover of 10% or less
- Developed, maintained strong ties in the community by partnering in charity activities
- **Sold business profitably in 2007**

#### **SKILLS**

- Microsoft Excel, Word, Power Point
- Trend analysis
- Ability to quickly adapt to changing markets
- Established track record of customer focused sales growth
- Ability to deliver results against goals build effective, motivated teams, foster teamwork, and demonstrate sound business judgment
- 20+ years related management experience
- Business Acumen
- Building Effective Teams
- Customer Focus
- Developing Direct Reports and Others
- Drive for Results
- Interpersonal Savvy
- Managing and Measuring Work
- Managing Vision and Purpose
- Motivating Others
- Problem Solving
- Ability to Assess People
- Consistently striving for excellence