

Jessica Claire

Store Manager

Contact Information

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Professional Summary

Seeking a Store Manager position to utilize nearly nine years of retail management experience, including fresh food preparation and service experience.

Work Experience

Assistant Store Manager

Lands' End, Staten Island, NY

June 2014 - Present

Managing a team of 7 department managers

Hiring, termination, and annual evaluation of employees

Providing coaching and training to existing employees

Ensuring store schedules and objectives are met by employees

Coordinating retail store operations

Analyzing data and store reports

Organizing, planning, and implementing strategy

Overseeing the operation of the entire store

Participated as a judge in the annual retail management awards, evaluating the performance of other store managers.

Zone Manager

Spencer Gifts LLC, Brick, NJ

October 2013 - June 2014

Managing a team of 5 department managers

Overseeing daily operations of 6 different departments within the store

Working closely with asset protection to monitor and minimize risk and loss

Analyzing reports for salaried management

Partnering with local vendors to drive sales and increase overall store volume

Department Manager, Garden Center

Gulfshore Insurance, Naples, FL

February 2013 - October 2013

Making critical departmental business decisions

Monitoring shrink and ensuring modular integrity daily

Utilizing customer value program to assist with live plant rotation

Gaining knowledge of the department by reading weekly department manager SWAS reports

Ordering, stocking, building displays, and scanning outs

Creating manual picks and providing clear, full, and concise directions to associates

Claims Associate

Ingles Markets Incorporated, West Jefferson, NC

June 2012 - February 2013

Processing and shipping damaged goods and merchandise according to company guidelines

Processing hazardous materials according to state and company guidelines

Monitoring donation tracking

Regularly attending store safety meetings

Creating and submitting bill of lading paperwork for claims pallets

Ensuring merchandise from departments in the store is shipped properly via FedEx and UPS

Processing recalls daily

DSD/Receiving Associate

Bass Pro Shops, Fort Mill, SC

April 2012 - June 2012

Checking vendor merchandise at the back door as needed

Processing ASN and auditing ASN pallets as needed

Processing vendor credits

Assisting with unloading process and staging pallets, apparel, rolling racks, and rocket carts as needed

Making cardboard and plastic sandwich bales

Processing site-to-store, FedEx, and UPS merchandise delivered at the back door appropriately

Ensuring refrigerated and frozen items come in at acceptable temperatures

Documenting frozen/dairy deliveries

Garden Center Associate

Walmart, City, State

June 2011 - April 2012

Assisting customers and running the register

Zoning, stocking, and organizing merchandise

Watering and pruning plants as needed

Assisting in areas of hardlines and pad/store as needed

Building displays and setting modulars

Apparel Associate

Walmart, City, State

September 2010 - June 2011

Stocking, zoning, and organizing merchandise

Binning and picking merchandise

Answering phones and monitoring fitting rooms

Setting modulars and checking out-of-date merchandise in the infant consumables department

Building seasonal and special event displays

Education

High School Diploma, General

2002

Lincoln West Senior High School, Cleveland, OH

Skills

Languages: English, Spanish

Certifications: Fork Lift Certified, Walkie Pallet Jack Certified, Food Safety Certified, Fresh Food Safety Certified, Store Champion Stock Process Change Implementation

Recognized: For critical role in increasing store sales by 20% during tenure at Lands' End.

Earned: A salary in the top 10% of retail managers in the region during tenure at Spencer Gifts LLC.