

Jessica Claire Montgomery

Address: Montgomery
Street, San Francisco, CA
94105

Phone: 555-432-1000

Email:
resumesample@example.com

Professional Summary

Store Manager equipped with extensive experience in retail management and sales. Employs excellent leadership skills and multitasking strengths.

Highlights

- Retail inventory management
- Outstanding communication skills
- Accurate cash handling
- Exceptional leadership
- Store opening and closing procedures
- Store operations

Accomplishments

- Supervised a team of 55 staff members
- Researched, calmed, and rapidly resolved client conflicts to prevent the loss of key accounts
- Served as a key contributing member of the leadership team

- **Recipient of the National Retail Federation's Award for Excellence in Retail Management (2020)**
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Work Experience

Management, Auto Plus Pep Boys, Hamburg, NY

August 2015 - Current

- Worked closely with the district manager to formulate and build the store brand
- Trained staff to deliver outstanding customer service
- Wrote order supply requests to replenish merchandise
- Trained new managers on store procedures and policies
- Completed a series of training sessions to advance from assistant manager to store manager
- Determined staff promotions and demotions; terminated employees when necessary
- Directed and supervised employees engaged in sales, inventory-taking, and reconciling cash receipts
- Opened a new store location and assisted in recruiting and training new staff
- Addressed customer inquiries and resolved complaints
- Delivered excellent customer service by greeting and assisting customers
- **Achieved a salary in the top 10% of retail managers in the region, as evidenced by annual compensation reports**

Store Manager, Cost Plus World Market, Peoria, AZ

May 2014 - August 2015

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Assistant Manager, United Pacific West, Los Angeles, CA

June 2008 - May 2014

- Opened and closed the store, including counting cash drawers and making bank deposits
- Maintained visually appealing and effective displays throughout the store
- Held team members accountable for achieving brand performance goals
- Recruited, hired, developed, and retained retail talent for the company
- Directed strategic, brand-appropriate marketing initiatives to improve presentation and maximize sales
- Directed and supervised employees engaged in sales, inventory-taking, and reconciling cash receipts
- Completed weekly schedules according to payroll policies

Lead Cashier, Ulta Salon, Cosmetics & Fragrance Inc., Pasadena, TX

August 2006 - June 2008

- Maintained knowledge of current promotions and policies regarding payment, exchanges, and security practices
 - Operated cash register to process cash, check, and credit card transactions
 - Administered point of sale opening and closing procedures
 - Replenished floor stock and processed shipments to ensure product availability for customers
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Education

High School Diploma, Riverhead High School, Riverhead, NY

2006

Regents Diploma

Accounting Coursework, Suffolk County Community College, Riverhead, NY

- Business Management Coursework
 - Advanced Financial Accounting
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Skills

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|------------------------------|------------------------|
| • Assistant Manager | • Cash Receipts |
| • Cash Handling | • Cash Register |
| • Closing | • Communication Skills |
| • Conflict Resolution | • Credit |
| • Excellent Customer Service | • Customer Service |
| • Financial Accounting | • Inventory Management |
| • Inventory | • Marketing |
| • Payroll Policies | • Reconciling |
| • Recruiting | • Retail Sales |
| • Store Manager | • Strategic |