
Brittany Miller

Operations Manager

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SUMMARY

Experienced customer service and business operations professional with a proven track record of excellence in managing day-to-day operations, enhancing customer satisfaction, and driving team performance. Adept at opening and launching new stores, coordinating cross-functional teams, and ensuring seamless execution of business strategies. Skilled in process optimization, staff training, and delivering results in fast-paced environments while maintaining a strong focus on customer experience and operational efficiency.

EXPERIENCE

MATTHEW TRENT, Dallas, TX - *Operations Manager*

October 2023 - PRESENT

- Manage all aspects of daily operations, including inventory management, vendor relations, and sales transactions.
- Supervised and trained staff, fostering a collaborative and efficient work environment
- Streamlined production and sales processes to enhance efficiency and reduce costs
- Sourced materials and managed vendor relationships to ensure timely production
- Designed and maintained engaging in-store displays to showcase products and attract customers
- Coordinated with marketing teams on social media, email, and postcard campaigns to drive customer engagement and brand awareness
- Boosted business growth and success through strategic planning and customer-centric strategies.

ANINE BING, Dallas, TX - *Assistant Store Manager*

October 2022 - October 2023

- Collaborated to achieve sales goals, customer satisfaction, and employee performance
- Analyzed sales metrics to improve revenue and profitability
- Coached sales associates on product knowledge, sales, and customer service
- Ensured compliance with inventory, cash handling, and merchandising policies.
- Maintained client relationships to promote brand loyalty
- Assisted in the successful opening of a new store location, overseeing setup, staff training, and implementation of operational procedures to ensure a smooth launch.

Veronica Beard, Dallas, TX - *Sales Assistant*

April 2022 - October 2022

- Collaborated with sales team to meet sales targets and increase revenue
- Upheld high standards in visual merchandising and store presentation
- Maintained strong product knowledge to effectively inform customers
- Streamlined outside stylist operations and provided tailored support to each stylist