

Melissa N. Diehl

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121 Beech Circle Hellertown, PA 18055

Career Summary: Self-motivated, driven and passionate retail store leader who excels in successfully leading associates and driving sales of the business through effective leadership, organization and communication. Dynamic leader with expertise in merchandising, long and short term planning, business acumen, staff leadership, sales data analysis, setting and achieving goals, project management and execution, and performance improvement. Committed to exceptional customer service and team morale.

- PROFESSIONAL EXPERIENCE -

Kohl's Department Stores

Trexlerstown, PA

Assistant Store Manager: Apparel and Accessories

October 2013 - present

- Create, plan and execute projects simultaneously to meet corporate directed requirements
- Impact sales by analyzing business acumen and identifying the business's strengths and opportunities
- Provide excellent customer service and resolve customer conflicts promptly and effectively
- Develop and maintain high standards of merchandising, placement, store branding, and proper display techniques in order to create inviting impressions for customers
- Lead and organize a team of 150 associates to meet daily business goals
- Perform opening and closing procedures to maintain preparedness and security of the store

Achievements

- Drove sales, associate engagement, and raised customer service standards and focus through coaching associates to increase store ranking from 900 to 245 out of 1200 stores in the past year
- Received special recognition from regional and district managers for exceptional customer service
- Successfully coached and trained several Interns and Managers In Training to become Assistant Store Managers within the company
- Asked to analyze and drive sales of the new Kohl's Beauty Department as the District Beauty Captain
- Promoted from Intern (05/2012 - 08/2012) to Manager In Training (07/2013 - 10/2013) to Assistant Store Manager (10/2013 - present)

Saucon Valley Dance Conservatory

Hellertown, PA

Dance Teacher, Choreographer

September 2013 - present

- Teach children ages 3-18 vital music, coordination and dance skills
- Operate a professional classroom setting
- Communicate among owner, co-workers, and parents about dance related business
- Choreograph dances to be performed at competitions and an annual recital

- LEADERSHIP EXPERIENCE -

Penn State Lionettes Dance Team

University Park, PA

Captain, Music Coordinator

May 2009 - May 2013

Athletic Directors Leadership Institute

University Park, PA

Senior Member

September 2010 - May 2013

- EDUCATION -

The Pennsylvania State University, Smeal College of Business
B.S. Marketing, Dance Minor

University Park, PA
May 2013

