

# Dania Kleinbaum-Labelle

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Confident and reliable, I am an excellent problem-solver with proven success in both team and independent settings. I bring diverse skills developed through formal education and hands-on experience, eager to apply my background in retail to a different field and drive results.

## EXPÉRIENCE PROFESSIONNELLE

### Acting General Manager

Old Navy | 2024

- Led a team of 40+ employees in the largest volume store in Quebec;
- Spearheaded initiatives that contributed in a year over year growth;
- Handled planning and scheduling of a variety of tasks throughout the store;
- Talent development: ensuring the creatin of a pipeline and strong operational standards.

### Assistant General Manager, Merchandising

Old Navy | 2021 - 2025

- Oversaw the training of 10+ new department leads throughout the district;
- Created new tools to simplify task planning on a store-level;
- Mentored merchandising leaders to develop their talent and improved overall store presentation.

### Assistant Manager, Customer and Ops.

Old Navy | 2018 - 2021

- Recruitment and training of associates;
- Schedule management;
- Analysis of KPIs and supervision of the sales floor.

### Key holder, Business & training specialist

Old Navy | 2018

- Assisting in the training of new associates;
- Ongoing training for the team;
- Sales tracking and achievement of targets.

### Sales Associate

Old Navy | 2014 - 2018

- Customer service
- Drive loyalty programs

### Volunteering

Starlight Foundation, Mères avec Pouvoir, Chez Doris, Pause-Famille, Mission Bon Accueil

## EDUCATION

### SQL and Excel Courses

Luke Barousse (Online) | 2025

### Bachelor's degree , Translation

Concordia | 2017-2021

### DEC Langues, Cultures et Traduction

CÉGEP Montmorency | 2012-2014

## SKILLS

Personnel management	Microsoft Excel
Employee Retention	SQL
Results analysis	Merchandising
Customer Service	Visual presentations
Conflict management	Technical Translation
	Problem solving
Customer satisfaction	
Staff training	SOP application
Staff recruiting	Leadership
Loss prevention	Time and priority management
KPIs management	Self-taught
Inventory management	

## TOOLS

Workday	Cusor
Excel	Power BI
Microsoft365	Retail Zipline
Postgresql	Notion
VS code	GitHub