

# STEPHANIE PILKEWICZ

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Resilient, highly organized management professional, experienced in implementing innovative sales techniques, store merchandising and pricing. Proven record of exceeding sales forecasts and creating highly productive, sales-focused teams through customer-centered training programs. Experienced, detail-driven operations analysis, resulting in effective budget oversight, reduced shrinkage, cutting edge merchandising presentation and consistent product turnover.

## PROFESSIONAL EXPERIENCE

### STORE MANAGER

Urban Outfitters, Boston, MA | December 2015 - Present

- ◆ Manage and train a 100-member team for operations of 60,000 sq. ft. store, providing positive coaching and accountability to exceed customer expectations
- Supervise four department managers, devising motivational plans and strategies for staff performance
- Oversee store remodels, including \$3.1M complete store remodel. October 2017
- Implement evolving policies and procedures to increase client loyalty and store sales

### ASSISTANT STORE MANAGER

Anthropologie, Cambridge, MA | July 2012 - December 2015

- ◆ Supported store manager in increasing monthly sales revenue by 20%
- ◆ Coordinated and developed new employee training and sales associates' schedules
- ◆ Increased customer satisfaction ratings by 25% within the first seven months and profitability by 45% within the first year
- Implemented inventory and merchandising procedures on a quarterly basis, reducing shrinkage by 1.8% to .7%

## EDUCATION

### BACHELOR OF ARTS, BUSINESS ADMINISTRATION

Bay State College, Boston, MA | September 2008-June 2012

## KEY SKILLS

- ◆ Ability to adapt to changing policies and expectations
- ◆ Experienced in management training and leadership of large teams
- ◆ Detail-focused, attentive to inventory, in-store systems and logistics
- ◆ Bilingual in English and Spanish

## CERTIFICATIONS

- Retail and Omnichannel Management  
Certificate