

Jessica Alvarez

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An Assistant Store Manager with four years of experience, specializing in team management, retail sales, product merchandising, and customer service. A proven track record of providing coaching and mentorship to team members to improve sales performance. Adept at identifying opportunities to enhance operational efficiency and employee engagement.

Education

Bachelor of Science (BA)
Business Administration
Columbia University, New York, NY
September 2013 - May 2017

Key Skills

- ◆ Retail Sales
- ◆ Team Management
- ◆ Visual Merchandising
- ◆ Staff Training
- ◆ Customer Service

Professional Experience

Assistant Store Manager
Verizon, New York, NY | May 2018 - Present

- Manage all daily functions of retail operations with the store manager, including visual merchandising for new products, inventory forecasting, and sales reporting
- Lead a team of eight sales associates, define workflows, provide coaching to improve sales performance, and build a high-performance work culture, resulting in a top five district ranking for sales volume
- Deliver training to team members on telecommunication products, customer service best practices, and consultative selling
- Support the store manager throughout the hiring process, including screening applicants, conducting interviews, and coordinating onboarding activities

Sales Associate
Verizon, New York, NY | May 2017 - May 2018

- Conducted sales for mobile devices, phone plans, and internet service packages for customers and achieved 140% of the annual sales quota
- Provided support for team members during the sales process, including answering questions on rates, discounts, and phone plans