‍‍Heather Belter

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Objective

* Retail Store Manager with extensive knowledge of the fashion and retail industries, currently seeking a new and exciting opportunity. Energetic, outgoing and driven to reach company goals. Excellent communicator with 13+ years of experience working in a demanding environment as an associate, co-manager, and store manager.

Education

BSBA | December, 1999 | Central Michigan university

* Major: Management
* Minor: Marketing

Skills & Abilities

Management

* Top Store Manager, February 2010
* Apex Recipient 2011
* Decreased associate turnover rate.

Sales

* Generated additional revenue through skilled sales techniques
* Increased men’s % business penetration from 17% to 30+%

Communication

* Facilitated district and regional meetings and conferences calls.
* Attended meetings and launches at home office and discussed business findings with executive leadership.

Leadership

* Successfully launched Design Studio Initiative
* Assisted in the successful development of company-wide automated replenishment program

Experience

international relocation, Japan, March 2014-October 2015

Living internationally broadened my world view and prospective, as well as recognize the importance of diversity.

Store Manager | express | 2003-3013

* Presented business performance to district, regional and executive leadership.
* Challenged store team opportunities/leveraged team strengths to increase sales growth potential.
* Created and contributed to internal and district talent succession plans.
* Managed daily/quarterly/yearly business plans set by corporate office and adjusted daily within the economic climate to achieve set goals.
* Hired, trained and evaluated personnel in sales and project execution.
* Conducted annual performance reviews.

co-manager | express | 2000-2003

* Planned and executed visual presentation.
* Assisted store manager with the hiring process, including interviewing, onboarding, and continuing education.
* Managed associate relations and strengthened retention.
* Created a positive customer experience.