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Brandon Wilder

A results focused retail professional with fluency in staffing, training, and leading high performance teams.

EXPERIENCE

TOPSHOP TOPMAN, Chicago, IL — *Selling Team Lead*

FEB 2019 - JUNE 2019

- Coached and motivated the team to maximise their performance by being a role model.
- Supported managers to deliver KPI's.
- Executed daily observations and delivered feedback to Sales Advisor and Stylist teams.
- Worked directly with product and back of house teams to ensure product replenishment was properly executed.
- Utilized customer feedback survey to consistently deliver exceptional customer service and implement changes as needed across both brands.

H&M, Orland Park, IL — *Department Supervisor*

OCT 2016 - FEB 2019

- Owns Ladies Divided department and actively uses store sales reports to make merchandising decisions that increase profitability.
- Created conversion workshop and networked with company support office to launch into GROW for all stores to improve company wide customer service.
- Maximizes sales through direct and indirect customer service while coaching to team on ways to maintain highest level of customer experience.
- Owns weekly follow-up tool and coaches to team on BOH expectations and best practices for store operations.
- Assists Department Managers with training and developing Sales Advisors on the operational side of the business by following up on clear goals and providing timely feedback.

H&M, Okemos, MI — *Visual Merchandiser*

MAR 2016 - OCT 2016

- Planned and executed all store campaigns and activities.
- Trained, coached, and gave feedback on garment presentation and indirect customer service.
- Planned department moves on 4 week plans with store manager.
- Executed window and mannequin displays according to company standard.
- Provided team with training on new trends and seasonal campaigns.

Love Culture, Grandville, MI — *Co-Manager/Store Visual Supervisor*

OCT 2015 - MAR 2016

- Created visual standards workshop and trained all employees on company visual guidelines.
- Assisted Store Manager in overseeing staff development to ensure smooth and efficient operation of the store.
- Assisted store manager as needed when corrective or disciplinary action was required for employees.
- Ensured proper floor coverage and floor management to maximize store volume.
- Increased KPI's and consistently maintained positive trend week over week.
- Created comprehensive training module for new hires.
- Executed weekly visual updates.
- Worked closely with management team to execute daily visual tasks and delegate accordingly.

Windsor Fashions, Grandville, MI — *Assistant Manager*

OCT 2014 - SEPT 2015

- Engaged with clients and provided excellent customer service while meeting sales goals.
- Managed and motivated team to increase sales and efficiency.
- Ensured all loss prevention procedures were properly followed and executed by maintaining constant floor coverage, awareness and facilitating communication amongst the sales team.
- Executed daily visual directives while integrating merchandising fluency to enhance store atmosphere.
- Properly managed banking and reconciled cash and receipts.

Charlotte Russe, Grandville, MI — *Assistant Manager/Acting Store Manager*

MAR 2012 - JUL 2014

- Achieved and maintained outstanding visual standards according to company expectations.
- Managed payroll, inventory, maintenance and supply orders.
- Oversaw store opening and closing procedures.
- Executed and processed store performance reviews.
- Documented performance issues and policy violations.
- Worked closely with District Manager and store managers to perform store audits.
- Re-staffed and trained underperforming store.
- Created and maintained a 7% increase in conversion over a 2 month period of acting as Store Manager.