



MICHELLE GLEAVE

CELL: (801) 824-0982
EMAIL: MMGLEAVE@GMAIL.COM
ADDRESS: 225 W BROADWAY SLC, UT

PROFILE

Passionate about people and systems, with extensive experience in almost all areas of retail, operations, management, and distribution. Driven by progress and innovation. Hardworking, organized, meticulous; enjoys developing, using, and sharing skills. Excited to be an instrument in helping the company thrive.

SKILLS

- Strong math and technology proficiency including but not limited to familiarity with Microsoft and Adobe softwares and a typing speed of 80WPM.
- Exceptional organizational and analytical skills, with great attention to detail
- Learns incredibly quickly
- Self-motivated and innovative
- Loyal and dedicated with exceptional communication and people skills
- Ability to motivate and lead a team, with a good deal of corporate and retail-level management experience
- Extensive experience in sales as well as market and data analysis
- Sales experience
- Inventory and supply chain management skills
- Cultivates strong customer and vendor relationships and partnerships

EXPERIENCE

All work experience detailed as follows was within Tricked Out Accessories

RMA AND DISTRIBUTION SPECIALIST | 2016-Present

Oversee returning defective and warranty products to distributors. Manage production and distribution of a major category of product, assist with other duties as needed including but not limited to: data analysis and entry, ad and website design, etc.

INVENTORY MANAGER AND PURCHASING DIRECTOR | 2014-2015

Manage product quality control, profit/loss evaluation, and inventory on all levels. Vendor relations, data analysis and system implementation. Point of sale updating, maintenance and troubleshooting. Lead bi-weekly company-wide trainings on subjects such as inventory practices, ordering, product knowledge, merchandising, and sales tactics.

STORE MANAGER (PROVO TOWNE CENTER MALL) | 2012-2014

Generated a high level of return customers and exceptional satisfaction rates. Hired, trained, and fostered growth for several employees that eventually reached store and district management levels. Achieved consistent profit increases, continually hit sales goals. Lead the company in organizational and merchandising strategies. Also oversaw inventory control, ordering, product knowledge, employee reviews and discipline, hiring, training and delegation, merchandising, store organization, customer and team retention.

ASSISTANT MANAGER (UNIVERSITY MALL, OREM) | 2011-2012

Assist in all management, sales, and operational tasks involved in running a location (listed above under Store Manager section).

SALES ASSOCIATE (PROVO AND UNIVERSITY MALLS) | 2010-2011

Focus on customer service and rapport building; achieve personal sales goals, recommend merchandise and services based on individual needs and preferences, assist in store cleanliness, merchandising, etc.

EDUCATION

RIVER DELL REGIONAL HIGH SCHOOL | 2007

High School Diploma (Accelerated Graduation)