

# Rami Shoula

Store Manager

## Profile

Experienced and results-oriented Store Manager with three years of managerial experience in retail environments. Motivated professional with strengths in supervising employees and promoting optimal customer service. Adept in employee relations, inventory organization, and visual merchandising. Prepared, organized, and trained in product knowledge and store regulations. Committed to creating an environment that is conducive to achieving increased sales and customer satisfaction.

## Employment History

### Senior Store Manager at Apple, Louisville

April 2014 — Present

- Hired, trained, and developed employees for various positions throughout the store.
- Created and administered semi-annual performance reviews to a team of 85 employees.
- Led and executed bi-annual inventory overhauls for 3 years.
- Oversaw merchandising standards during new product launches.

### Assistant Manager at Bose Factory Store, Louisville

October 2012 — April 2014

- Supervised and trained team of 4 part-time and 3 full-time employees in sales, merchandising, and inventory control
- Implemented and maintained visual merchandising specific to Bose Corporate standards.
- Developed weekly schedules per payroll guidelines while accounting for employee and store needs.

### Geek Squad Consultation Agent at Best Buy, Louisville

February 2008 — January 2012

- Quickly determined customers needs, and developed a solution to fit the scope of issue
- Performed trouble-shooting tasks on a range of devices and peripherals.
- Cultivated and maintained up-to-date industry and technical knowledge of all related fields to better solve customer issues.
- Educated and trained customers to troubleshoot devices when applicable to prevent unnecessary return visits.

## Education

### Bachelor of Science, Computer Information Systems, Bellarmine University, Louisville

May 2003 — August 2007

## Details

[romioshoula@gmail.com](mailto:romioshoula@gmail.com)

## Skills

Visual Merchandising

Payroll & Scheduling

Interpersonal Leadership

Strategic Thinking

Conflict Resolution

Project Management

Time Management

## Languages

Italian

Minor: Administration  
Dean's List 2006 & 2007  
Presidential Achievement Scholarship

## 📌 References

**Jaime Martinez from Bose Factory Store**

[j.martinez@gmail.com](mailto:j.martinez@gmail.com) · (502) 493-4996

**Roxann Villanueva from Apple**

[roxannv@apple.com](mailto:roxannv@apple.com) · (502) 938-5291