

Carol Lopez

RETAIL OPERATIONS MANAGER/ STORE MANAGER/ RETAIL SALES MANAGER

Brooklyn, NY

carollopez267_mus@indeedemail.com

646.246.9032

Manager with proven experience in people development and relationship building through great customer service. Skilled at problem solving and multitasking. Highly adaptable with a strong work ethic.

Authorized to work in the US for any employer

Work Experience

Retail Operations Manager

Service Systems Associates @ National Geographic Encounter - New York, NY

August 2019 to January 2020

- Act as a leader and liaison between retail locations and SSA corporate/Encounter management/SPE partners.
- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization.
- Set performance goals and implement a positive, open, goal-oriented team culture.
- Participate and lead monthly operations calls and vendor calls.
- Address all vendor inquiries, reconcile vendor accounts and provide resolutions when discrepancies arise.
- Conducted month end closing for accounts payable, accruals and prepaid expenses.
- Oversees and ensures efficiency of all daily operational procedures, including shipping product from 2 e-commerce sites and receiving shipments from multiple vendors
- Successfully managed payroll for 25+ employees
- Completed all steps of the hiring/on boarding process
- Performed monthly evaluations and gave feedback during 1:1 meetings.
- Large cash handling

Sales Manager

Service Systems Associates @ National Geographic Encounter - New York, NY

September 2017 to August 2019

Sales manager for the gift shop at the Encounter with a focus on sales, customer service and people development.

- Creates a fun and energetic environment for the guest and the staff.
- Assists guest by using hand selling techniques to increase UPT's and ADS.
- Responsible for multiple reports and documents that are submitted to home office.
- Recruiting, on-boarding, and training new hires.
- Schedule making and assist all team members with HR related issues.
- Cash handling using Counterpoint POS register system and Heartland mobile device and handling large amounts of money on a daily basis.
- Order fulfillment for two different ecommerce websites. (Shopify & Audience Rewards)

Professional highlights:

Assumed responsibility for all receiving and processing of shipments within 48 hours of arrival during absence of warehouse manager. Adding the orders into inventory. Working with vendors to get purchase orders and invoices. Send all documents and invoices to headquarters for payment.

- Assist the GM with all other day to day tasks.

STORE MANAGER / RETAIL SALES MANAGER

MOTHERHOOD

2015 to 2017

MATERNITY Manage the daily sales, merchandising, and customer service operations of a high-performance sales team of 7

(manage 2 motherhood employees Sears and Macy's department store). Establish a culture of excellence based on

2015 TO 2017 high standards and expectations for sales goals, merchandising, and customer service.

Develop training programs

focused on organizational expectations; coach and mentor the team to deliver customer service excellence.

Evaluate performance and maintain accountability to rigorous standards. Control budget, profitability, payroll,

inventory, product placement, customer outreach and vendor relationships collaborate across the organization to foster optimal growth.

Key Accomplishments

- Set high-volume sales and merchandising goals.
- Developed training programs that enhanced sales techniques, cultivated customer relationships, and met aggressive sales expectations.
- Trained the team to focus on complete customer satisfaction and maintain customer relationships.
- Ensure that visual/marketing presentation is consistent throughout the store. Communicate business

opportunities, client feedback, and store needs to Area/District Manager.

- Frequently open and/or close and run the operations of the store independently during shift.

STORE MANAGER / RETAIL SALES MANAGER

THE VITAMIN

2007 to 2015

SHOPPE Responsible for the management of retail store operations. Built and developed a team of six qualified Assistant

Store Managers and Sales Associates who can achieve established goals and objectives through recruitment,

2007 TO 2015 training and development. Motivate team to reinforce customer service and ensure the store consistently executes

all operational functions to company standards. Responsible for achieving and/or exceeding all financial goals

established for the store. Execute all company policies and objectives within the store, ensuring that the Vitamin

Shoppe Brand and company is well represented. Foster a positive work and shopping environment that embraces

diversity and promotes sales. Manage expenses within budget and create appropriate schedules based on business needs and payroll guidelines. Maintain effective communication and partner with District Manager and home office. Protect and maintain company assets and resources to include inventory, fixtures, and physical plant. Implement and execute people practices that support the growth of the company, individual and team. Effectively communicate and bring to life the company vision, values and expectations in stores. Execute and maintain operational, promotional, and visual/merchandise standards and initiatives.

Key Accomplishments

- Sales for 2013 year to date were 8% above my planned sales and increased 23.9% over 2012. In 2014 sales

increased 2.9% to plan and increased .5% over 2013 sales. The company's inventory accuracy goal is 90%.

2014 inventory accuracy was 91.9% and shrink reduced to 3% from 5% (by the previous manager) 2015

accuracy was 90.3% and shrink was 3.5%. Was able to maintain staff and reduce turn over.

- District Manager selected my location to be a test store for new projects or initiatives in the company because of the feedback.

- Managed a \$1.5 million store with Net sales of \$1,326,107 and Profit of \$680,393 in 2013.

ASSISTANT STORE MANAGER

The Vitamin Shoppe - Brooklyn, NY
2005 to 2007

Responsible for assisting the store manager in running the retail store operations by ensuring the store consistently executes all operational functions to company standards and reinforce customer service. Lead store in the absence of the Store Manager to include opening/closing, customer service operations, and store maintenance. Assist Store Manager in building and developing a team of qualified Sales Associates who can achieve established goals and objectives. Track sales throughout the day to maintain and prepare daily records for the sales audit department. Utilize loss prevention techniques to protect the company's assets. Finalize and approve weekly payroll and assigns activities to make the most of payroll budget. Conduct end of year appraisals and develop marketing strategies to increase store revenue.

Education

High school or equivalent in Nursing

New York City Technical College

2004

High school or equivalent in Health and Nutrition

School for Continuing Studies

Skills

- Retail Management
- Microsoft Office (5 years)
- Training & Development (10+ years)
- Accounts Payable (2 years)
- Cash Handling (10+ years)
- Interviewing (10+ years)
- Upselling (10+ years)
- Order Fulfillment

Certifications and Licenses

driver's license