

Mary Gardner

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#readytowork

Willing to relocate: Anywhere

Work Experience

General Manager

PURE YOGA - EQUINOX - New York, NY

January 2019 to Present

- Staffed, developed, and mentored a dynamic team of front desk, shop, and maintenance associates, as well as a full management team. Currently, overseeing a staff of 100+ individuals.
- Successfully decreased overall payroll budget by 3% for the 2019 fiscal year.
- Delivered quick and efficient problem solving solutions all to inquiries concerning membership, studio policies, and the overall member experience.

Senior Sales Manager

COACH - New York, NY

July 2018 to January 2019

- Oversaw the daily operations of 5 Northern NJ locations for luxury leather brand, Coach.
- Directed store sales associates in modern luxury hosting, increasing conversion numbers by 85% and overall sales by 17% during service leading.
- Outperformed sales goals by 54% while in the senior sales role, consistently securing top district sales.

Retail Operations Consultant

COUNTERPART - New York, NY

January 2018 to July 2018

- Planned and managed all retail functions for a newly launching e-commerce brand, Counterpart.
- Analyzed market research data to construct models for inventory buying, product allocation, and SEO.
- Developed and organized logo branding and web design concepts for commerce and marketing platforms.

Sales Manager/General Manager

LOVE LOCKED - Jersey City, NJ

July 2016 to February 2018

- Executed the daily store operations of a fine jewelry establishment, serving as the general manager and gem specialist.
- Regularly surpassed sales goals, averaging \$38,000 in monthly fine jewelry sales.

- Served as liaison between clients and the in-house jeweler team, facilitating custom design sales.

Assistant Merchandise Planner

SPACE NK - New York, NY

May 2017 to September 2017

- Acted as the role of temporary merchandise planner assistant, in control of overseeing purchase orders and requests.
- Compiled SKU lists, submitted IIF forms, and managed GWP/sample product distribution.
- Engaged in daily contact with retail management team, product vendors, and Nordstrom &

Bloomingdale's to ensure adequate store allocation.

Studio Manager

DEVOTION YOGA - Hoboken, NJ

September 2013 to May 2016

- Managed the business of the largest yoga studio in Hudson County, NJ.
- Hired, developed, and scheduled a team of 17 yoga instructors, 4 wellness practitioners, and 7 front desk associates to facilitate the operations of both the yoga and wellness spaces.
- Worked directly with studio owner to create Yoga Alliance approved 200-hour training certification program.

Education

Bachelor of Science in Business Management

NEW JERSEY CITY UNIVERSITY

Skills

- Sales Management
- Retail Management
- Business Development
- Customer Service
- Forecasting
- Excel
- Microsoft Powerpoint
- Microsoft Office
- Salesforce
- MINDBODY
- Google Docs
- Google Analytics
- Google Suite
- Operations Management
- Account Management
- Team Management
- E-Commerce
- Yoga

- Marketing
- Analytics
- Branding
- Budgeting
- Business Management
- Computer Skills
- Content Creation
- Social Media Management
- Retail Sales
- Retail Management
- Operations Management
- General Management
- Administrative Experience
- Administrative Skills
- Outside Sales
- B2B Sales
- Customer Relationship Management
- Management Experience

Certifications and Licenses

Driver's License

Present

Assessments

Customer Focus & Orientation — Highly Proficient

November 2019

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/40ba41de36b5bc004b4922dd8be066fbed53dc074545cb7

Sales: Influence & Negotiation — Highly Proficient

November 2019

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: https://share.indeedassessments.com/share_to_profile/de4be4b7f2077e7e9690c1b4d6e029a8eed53dc074545cb7

Project Timeline Management — Highly Proficient

November 2019

Prioritizing and allocating time to effectively achieve project deliverables.

Full results: https://share.indeedassessments.com/share_to_profile/69b05844aa086150550d5256c116880f

Management & Leadership Skills: Planning & Execution — Highly Proficient

December 2019

Planning and managing resources to accomplish organizational goals.

Full results: [https://share.indeedassessments.com/
share_to_profile/5a82c5ead3ee46e22989e2e3f1fff2f9eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/5a82c5ead3ee46e22989e2e3f1fff2f9eed53dc074545cb7)

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